



# FortiClient EMS - Administration Guide

Version 6.0.5

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FortiClient EMS 6.0.5 Administration Guide

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# Introduction

FortiClient Enterprise Management Server (FortiClient EMS) is a security management solution that enables scalable and centralized management of multiple endpoints (computers). FortiClient EMS provides efficient and effective administration of endpoints running FortiClient. It provides visibility across the network to securely share information and assign security profiles to endpoints. It is designed to maximize operational efficiency and includes automated capabilities for device management and troubleshooting. FortiClient EMS also works with the FortiClient Web Filter extension to provide web filtering for Google Chromebook users.

FortiClient EMS is designed to meet the needs of small to large enterprises that deploy FortiClient on endpoints and/or provide web filtering for Google Chromebook users. Benefits of deploying FortiClient EMS include:

- Remotely deploying FortiClient software to Windows PCs
- Updating profiles for endpoint users regardless of access location
- Administering FortiClient endpoint connections, such as accepting, disconnecting, and blocking connections
- Managing and monitoring endpoints, such as status, system, and signature information
- Identifying outdated versions of FortiClient software
- Defining web filtering rules in a profile and remotely deploying the profile to the FortiClient Web Filter extension on Google Chromebook endpoints

You can manage endpoint security for Windows and macOS platforms using a unified organizational security policy. An organizational security policy provides a full, understandable view of the security policies defined in the organization. You can see all policy rules, assignments, and exceptions in a single unified view.

FortiClient EMS is part of the Fortinet Endpoint Security Management suite, which ensures comprehensive policy administration and enforcement for an enterprise network.

## FortiClient EMS components

FortiClient EMS provides the infrastructure to install and manage FortiClient software on endpoints. FortiClient protects endpoints from viruses, threats, and risks.

FortiClient EMS also provides the infrastructure to install and manage the FortiClient Web Filter extension on Google Chromebook endpoints. FortiClient protects endpoint users by working with FortiClient EMS to filter web content endpoint users view on Google Chromebooks.

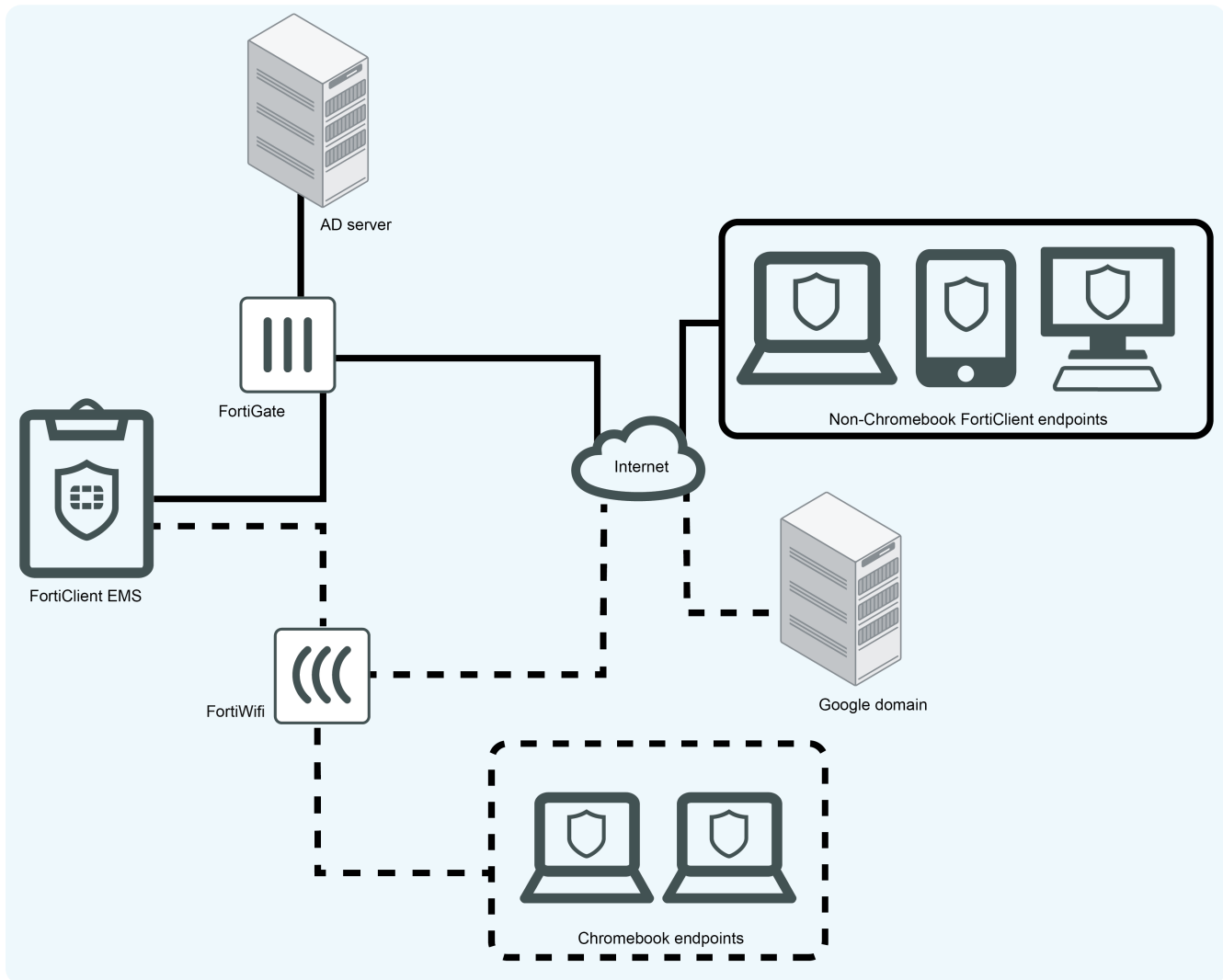
The following table lists FortiClient EMS components.

| Component              | Description   |
|------------------------|---|
| <b>FortiClient EMS</b> | Manages FortiClient on endpoints that connect to your network.<br>Manages the FortiClient Web Filter extension installed on Google Chromebook endpoints, which are connected to your Google domain. |



| Component                               | Description   |
|---|---|
|   | <p>Includes the following software:</p> <ul style="list-style-type: none"><li>• Console software that manages security profiles, FortiClient on endpoints, and Chromebook endpoints</li><li>• Server software that provides secure communication between endpoints and the console and between Chromebook endpoints and the Google Admin console.</li></ul> |
| <b>Database</b>                         | <p>Stores security profiles and events.</p> <p>Also stores user information retrieved from the Google Admin console for Chromebooks.</p> <p>The SQL database is installed as part of the FortiClient EMS installation.</p>  |
| <b>FortiClient</b>                      | <p>Helps enforce security and protection on endpoints. It runs on servers, desktops, and portable computers you want to secure. See the <a href="#">FortiClient Administration Guide</a> for information.</p>   |
| <b>FortiClient Web Filter Extension</b> | <p>Communicates with FortiClient EMS and enforces web filtering on Google Chromebook endpoints.</p>   |

In the diagram below, the undotted lines shows how different components are connected to manage Windows, macOS, and Linux endpoints using FortiClient EMS. The dotted lines represent how components are used to manage Chromebook endpoints with FortiClient EMS.



FortiClient EMS allows you to:

- Establish and enforce security profiles
- Manage deployment, configuration, and updates
- Manage security profiles from an integrated management console
- Obtain a consolidated view of multiple security components across all endpoints in your network and Google domain
- Perform integrated installation of security components and set profiles
- Monitor endpoints' web browsing activity



An informative video introducing you to FortiClient EMS is available in the [Fortinet Video Library](#).

## Documentation

You can access FortiClient EMS documentation from the [Fortinet Document Library](#).

The FortiClient EMS documentation set includes the following:

| Document                    | Description  |
|-----------------------------|--|
| <i>Release Notes</i>        | Describes new features and enhancements in FortiClient EMS for the release and lists any known issues and limitations. This document also defines supported platforms and minimum system requirements.                   |
| <i>QuickStart Guide</i>     | Describes how to install and begin working with the FortiClient EMS system. It provides instructions on installation and deployment, and includes a high-level task flow for using the FortiClient EMS system.           |
| <i>Administration Guide</i> | Describes how to set up FortiClient EMS and use it to manage endpoints. It includes information on how to configure multiple endpoints, configure and manage profiles for the endpoints, and view and monitor endpoints. |
| <i>Upgrade Paths</i>        | Provides upgrade path information for different versions of FortiClient EMS.   |

# What's New

The following is a list of new features and enhancements in FortiClient EMS 6.0.

## FortiClient EMS 6.0.5

There are no new features in FortiClient EMS 6.0.5.

## FortiClient EMS 6.0.4

There are no new features in FortiClient EMS 6.0.4.

## FortiClient EMS 6.0.3

### Basic USB device control

You can use the USB device control feature to restrict access to USB ports on endpoints. See [AntiVirus Protection on page 119](#).

## FortiClient EMS 6.0.2

There are no new features in FortiClient EMS 6.0.2.

## FortiClient EMS 6.0.1

### Enhanced FortiClient integration with FortiSandbox scanning

EMS retrieves the list of file types from FortiSandbox. The EMS administrator may create endpoint profiles with predefined or custom lists of file types, and assign the same to endpoint groups.

Through EMS, FortiClient is able to receive a list of valid file types to monitor locally. New files introduced into the local file system with matching file types are sent to the FortiSandbox.

This feature requires FortiClient (Windows) 6.0.1 and FortiSandbox 3.0.0. See [Managing FortiSandbox units on page 149](#).

## EMS REST API - Web Filter profile update

The EMS administrator may import endpoint profiles from FortiManager. The existing feature to import endpoint profiles from FortiGate has been improved. See [Importing FortiClient profiles from FortiManager on page 112](#).

## License expiry grace period

When the license expires, the number of supported FortiClient instances remains unchanged for a few days. This allows the EMS administrator some time to download a renewal license from FortiCare and upload it to EMS.

During this grace period, the EMS GUI displays the license status as Expired, along with a link to upload a renewal license. The GUI shows the number of seats available as 10.

After the grace period is over, the number of supported FortiClient instances goes back to 10 and the license status changes to Trial, unless (and until) the renewal license is uploaded.

## FortiClient EMS 6.0.0

### Chromebook management merged to regular FortiClient EMS

You can now use a single FortiClient EMS console to manage all FortiClient platforms, including Chromebooks. All FortiClient endpoints can be managed from a single FortiClient EMS installation. Previously, a separate FortiClient EMS for Chromebooks install was needed to manage Chromebook clients. See [Configuring Server settings on page 170](#).

### Automatic quarantine from Fortinet Security Fabric

FortiClient EMS 6.0.0 supports automatic quarantine of suspicious FortiClient endpoints from the Security Fabric. An automated rule can be defined in FortiOS 6.0 to quarantine suspicious (IOC) FortiClient endpoints. API authorization must be enabled on the FortiGate for this feature to work. See [Quarantining an endpoint from FortiOS using EMS using an API on page 90](#).

### Automatic group assignment

Automatic group assignment allows you to dynamically group endpoints based on installer tags. Instead of manually creating or moving endpoints to custom groups, you can create rules which allow FortiClient EMS to automatically create dynamic groups and move endpoints to preassigned groups. See [Group assignment rules on page 165](#).

## Quarantine file management

FortiClient EMS 6.0.0 introduces central quarantine management, which shows a central view of all file-based threats detected and quarantined by FortiClient. You can restore and whitelist a quarantined file on endpoints with a single click in the case of false-positive detections. This feature requires FortiClient 6.0.0 or later versions. See [Quarantine Management on page 99](#).

## Endpoint installed software inventory

FortiClient EMS 6.0.0 introduces the Software Inventory management feature where administrators can centrally track software usage for all managed endpoints. The Software Inventory dashboard includes the name, publisher, and version of software installed on all managed endpoints. See [Software Inventory on page 104](#).

## Customize endpoint system quarantine message

You can now customize the quarantine message displayed on a user's FortiClient Console. This feature requires FortiClient 6.0.0 or later versions. See [Customizing the endpoint quarantine message on page 180](#).

# Getting Started

This section provides information on getting started with managing Windows, macOS, and Linux endpoints and managing Chromebooks:

## Getting started with managing Windows, macOS, and Linux endpoints

This section provides an overview of how to perform the following tasks after you install and license FortiClient EMS:

- [Deploying FortiClient software to endpoints on page 15](#)
- [Pushing configuration information to FortiClient on page 17](#)
- [Relationship between FortiClient EMS, FortiGate, and FortiClient on page 17](#)

## Deploying FortiClient software to endpoints

Following is an overview of how to add endpoints to FortiClient EMS and configure FortiClient EMS to deploy FortiClient to endpoints.

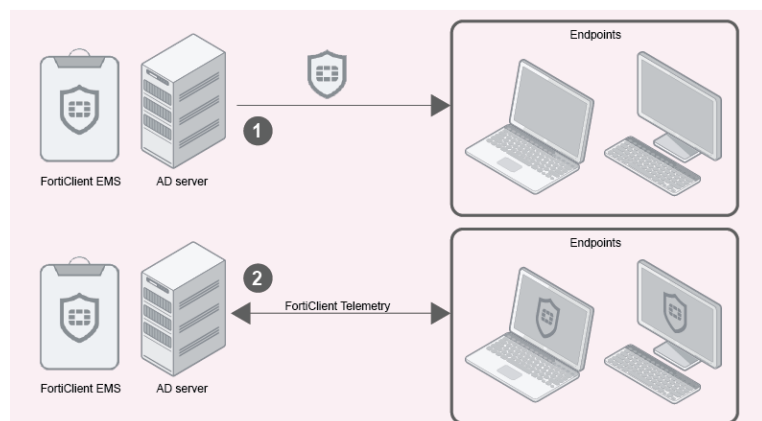
You can deploy FortiClient to endpoints using AD servers and workgroups. There are differences between using AD servers and workgroups.

When using an AD server, you can deploy an initial installation of FortiClient (Windows) to endpoints, but you cannot deploy an initial installation of FortiClient (macOS). After FortiClient for Windows or macOS is installed on endpoints and endpoints are connected to FortiClient EMS, you can deploy upgrades, uninstallations, and replacements of both FortiClient for Windows and macOS using AD servers.

When using workgroups, you cannot deploy an initial installation of FortiClient to endpoints. However, after FortiClient is installed on endpoints and endpoints are connected to FortiClient EMS, you can use workgroups to uninstall and update FortiClient on endpoints.

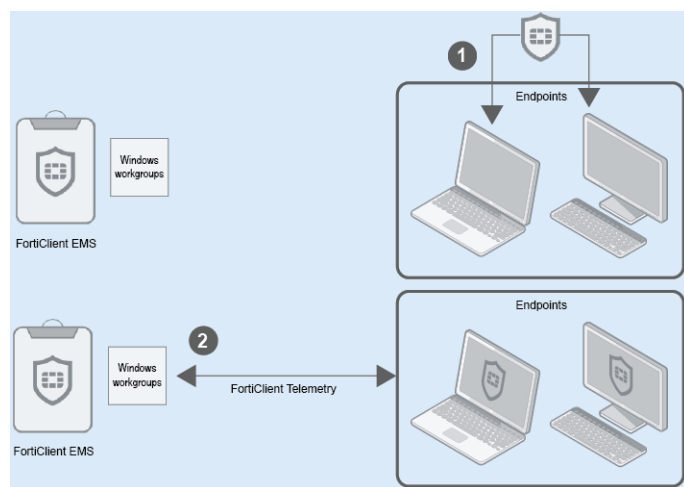
The image below shows a deployment of FortiClient using FortiClient EMS with an AD server:

1. Deploy FortiClient from FortiClient EMS using an AD server to the desired endpoints.
2. The endpoints now have FortiClient installed and FortiClient Telemetry is connected to FortiClient EMS.



The image below shows a deployment of FortiClient (Windows) using FortiClient EMS with Windows workgroups:

1. Workgroups cannot be used with FortiClient EMS to initially install FortiClient on endpoints. FortiClient must be installed directly on endpoints. Endpoint users can access *Manage Installers* in FortiClient EMS to download and install FortiClient on endpoints. See [Viewing installers on page 148](#).
2. The endpoints now have FortiClient installed and FortiClient Telemetry is connected to FortiClient EMS.



1. Add endpoint with an AD server or Windows workgroups. See [Adding endpoints on page 77](#). Endpoints added using an AD service are displayed on the *Endpoints > Domains* pane, and endpoints added using Windows workgroups are displayed on the *Endpoints > Workgroups* pane. You can install FortiClient on endpoints using an AD server without connecting FortiClient to FortiClient EMS as long as the username and password are correct on the profile's *Deployment* tab in FortiClient EMS. Note workgroups can only be used to upgrade or uninstall FortiClient if it is already installed on the endpoints and connected to FortiClient EMS; workgroups cannot be used for initial installations of FortiClient. When using workgroups, the credentials on the *Deployment* tab in FortiClient EMS are not taken into account.
2. Add FortiClient installers to FortiClient EMS, and specify which FortiClient features each installer will install on endpoints. See [Creating FortiClient installers on page 143](#).
3. Create a profile to select the FortiClient installer and include configuration information for FortiClient software on endpoints. See [Creating profiles to deploy FortiClient on page 108](#).
4. Prepare domains and workgroups for deployment. See [Preparing the AD server for deployment on page 156](#).
5. Assign profiles to domains and workgroups to deploy FortiClient on endpoints. See [Assigning profiles on page 117](#). See [Deploying FortiClient on endpoints on page 158](#).



After the profile is assigned to endpoints, its changes are pushed to endpoints. FortiClient is installed on endpoints, and FortiClient connects Telemetry to FortiClient EMS.

6. Monitor the installation process using the *Endpoints* content pane. See [Viewing the Endpoints content pane on page 80](#).

## Pushing configuration information to FortiClient

After the endpoints' FortiClient connects FortiClient Telemetry to FortiClient EMS, the endpoints are managed, and you can use FortiClient EMS to push configuration information to FortiClient software on endpoints.

1. Edit an existing profile or create a new profile to configure FortiClient software on endpoints. See [Creating profiles to configure FortiClient on page 108](#).
2. Assign profiles to domains and workgroups to deploy FortiClient on endpoints. See [Assigning profiles on page 117](#). After the profile is assigned to endpoints, its changes are pushed to endpoints with the next Telemetry communication.
3. Monitor the update using the *Endpoints* content pane. See [Viewing the Endpoints content pane on page 80](#).

## Relationship between FortiClient EMS, FortiGate, and FortiClient

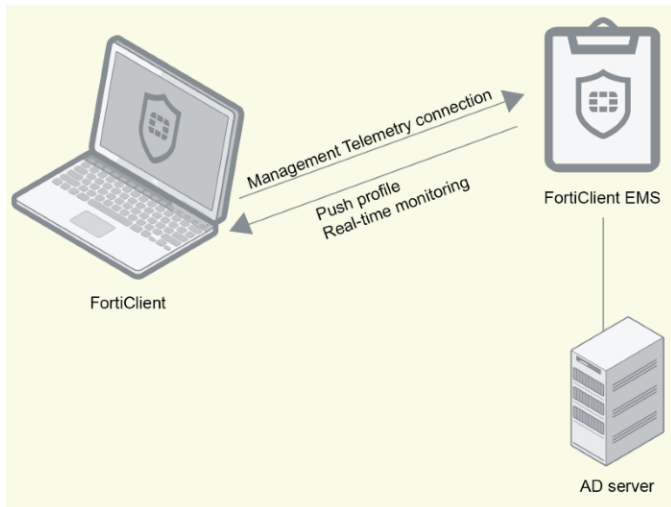
FortiClient EMS can be used in standalone mode or integrated with FortiGate. The following section illustrates the topology for each configuration and the GUI differences between the scenarios. The following table clarifies the terminology used:

| Term                            | Definition  |
|---------------------------------|---|
| Fabric Telemetry connection     | Connection between FortiClient and FortiOS when FortiClient is used with FortiGate. |
| Management Telemetry connection | Connection between FortiClient and EMS when FortiClient is used with EMS.           |

For details, see the *FortiClient Compliance Guide*.

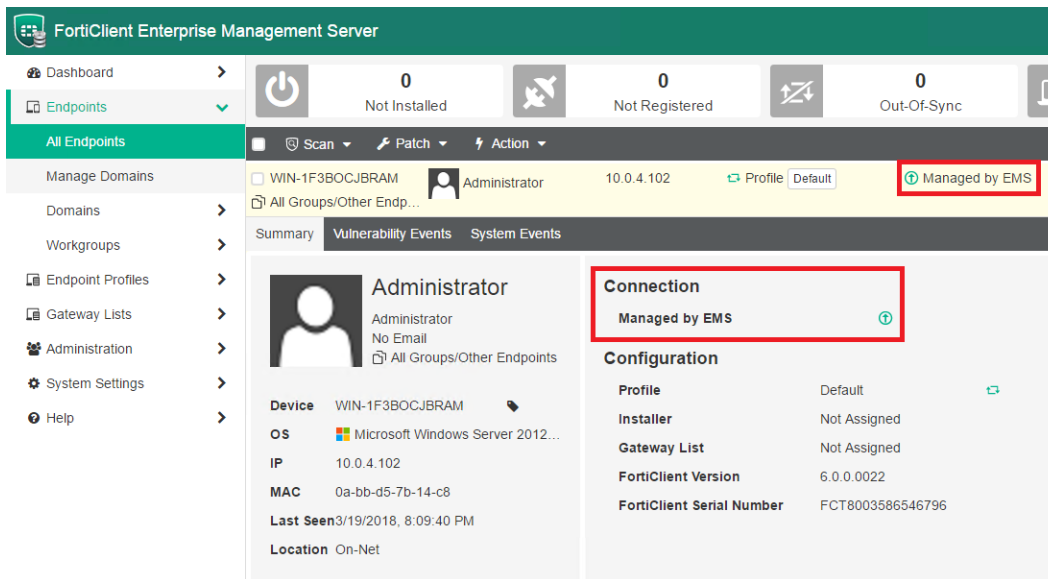
### Standalone FortiClient EMS

The diagram below shows the topology when using FortiClient EMS in standalone mode.

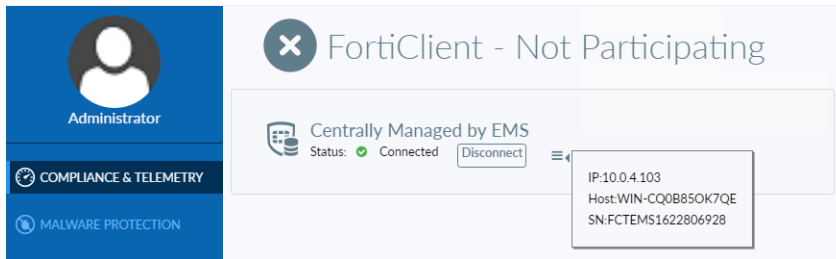


In this scenario, FortiClient EMS provides FortiClient endpoint provisioning. FortiClient endpoints connect FortiClient Telemetry to FortiClient EMS to receive configuration information from FortiClient EMS. This scenario does not support compliance.

When viewing the endpoint in the FortiClient EMS GUI, the endpoint's connection is shown as *Managed by EMS*.

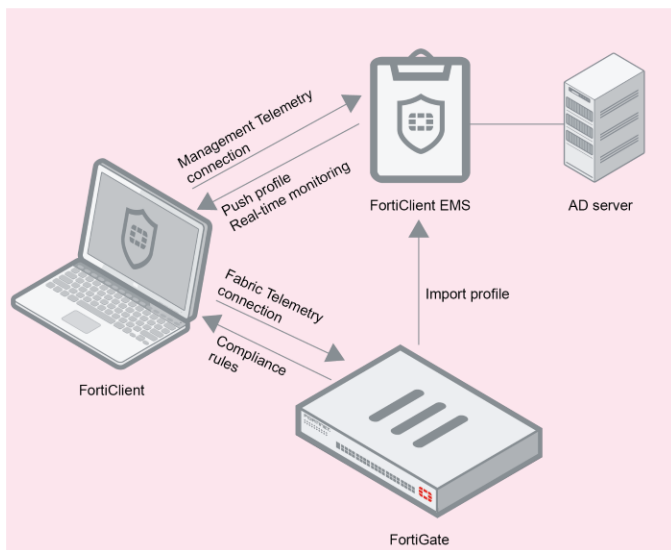


The below shows the FortiClient GUI when FortiClient is connected to FortiClient EMS but not FortiGate. FortiClient Console indicates that FortiClient is not participating in compliance enforcement because it is not connected to a FortiGate. You can also view the IP address, host name, and serial number of the EMS to which FortiClient Telemetry is connected. This means FortiClient EMS can push profiles to FortiClient. FortiClient EMS is providing endpoint provisioning to FortiClient.



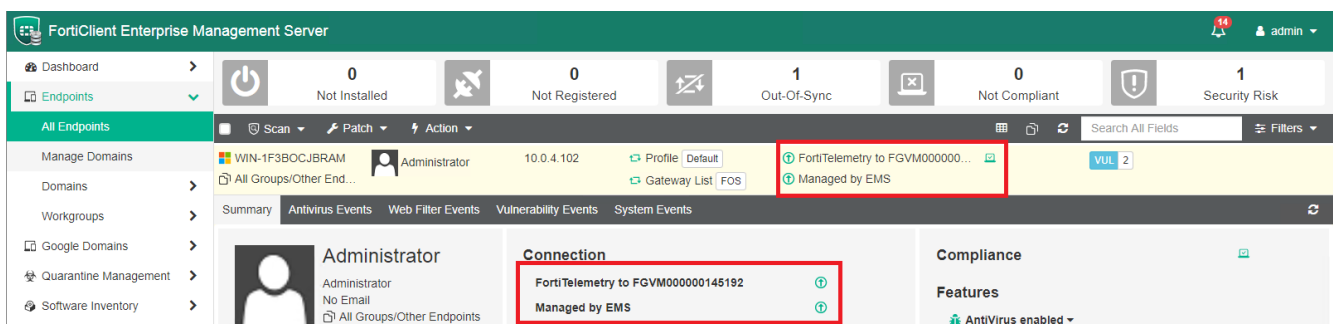
## FortiClient EMS integrated with FortiGate

The diagram below shows the topology when using FortiClient EMS integrated with FortiGate.



In this scenario, FortiClient EMS provides FortiClient endpoint provisioning, while the FortiGate provides compliance rules to the endpoint. FortiClient endpoints connect FortiClient Telemetry to FortiClient EMS to receive configuration information from FortiClient EMS and receive compliance rules from the FortiGate. Profiles can also be imported from the FortiGate to FortiClient EMS, then pushed to the endpoints. Also see [Using EMS integrated with FortiGate on page 21](#).

When viewing the endpoint in the FortiClient EMS GUI, the endpoint's connection is shown as *FortiTelemetry to FGT<number>* and *Managed by EMS*.





| Label    | Description   |
|----------|---|
| <b>A</b> | This shows the endpoint is connected to the specified FortiGate and is compliant to security policy rules defined under FortiClient Compliance profiles on that FortiGate.  |
| <b>B</b> | This shows the endpoint is connected to and receiving compliance rules from the specified FortiGate. Click the menu icon to view the FortiGate's IP address, hostname, and serial number.   |
| <b>C</b> | When FortiClient Telemetry is connected to FortiGate, you can view the compliance rules from FortiGate. The compliance rules communicate the configuration required for FortiClient Console and the endpoint to remain compliant. When the endpoint has a non-compliant status, an exclamation mark indicates which compliance rules are not met. See below for an example of the FortiClient Console GUI when the endpoint is not compliant. |
| <b>D</b> | View the FortiClient EMS server's name. This indicates FortiClient EMS is managing and provisioning configuration to the endpoint. Click the menu icon to view the FortiClient EMS server's IP address, hostname, and serial number.  |

The below shows an example of the FortiClient Console when the endpoint is not compliant with FortiGate compliance rules and may be blocked from accessing the network.



You have some time to fix the non-compliant issues before FortiGate blocks network access. When an endpoint has a non-compliant (blocked) status, you can identify which compliance rules are causing the non-compliant status under *Compliance Policy* as seen above.

You can fix non-compliant settings by clicking *Fix Non-compliant Settings*. For details, see the *FortiClient Administration Guide*.

The image below shows the FortiOS GUI. In this situation, frank-PC and LHWin7A represent two endpoints connected to the FortiGate. frank-PC is also managed by FortiClient EMS. There is no flag to identify between the scenarios.

| Device  | Address                    | Status                        | FortiClient Version | FortiClient Profile | Compliance     |
|---|----------------------------|-------------------------------|---------------------|---------------------|----------------|
| <b>port12 (9)</b>                             |                            |                               |                     |                     |                |
| 00:11:93:96:95:58                             |                            | Online                        |                     |                     | NO FORTICLIENT |
| 90:6c:ac:50:65:e5                             |                            | Online                        |                     |                     | NO FORTICLIENT |
| FS-248B                                       |                            | Online                        |                     |                     | NO FORTICLIENT |
| parent.ad864r2.com                            | 10.1.100.131               | Online                        |                     |                     | NO FORTICLIENT |
| 00:09:0f:bc:17:d7                             | 192.168.4.4                | Offline                       |                     |                     | NO FORTICLIENT |
| 00:0c:29:f0:a5:ca                             | 10.1.100.22                | Offline                       |                     |                     | NO FORTICLIENT |
| 08:5b:0e:34:33:b1                             | 192.168.4.4                | Offline                       |                     |                     | NO FORTICLIENT |
| frank-PC (2 interfaces)                       | frank 10.1.100.198         | Registered - Online - Off-Net | 5.4.4               | EC_profile          | ✓              |
| LHWin7A (4 interfaces)                        | Administrator 10.1.100.141 | Registered - Online - Off-Net | 5.4.4               | EC_profile          | ✓              |
| <b>vlan100 (FortiClient not enforced) (1)</b> |                            |                               |                     |                     |                |
| LHWin7A                                       | Administrator              | Offline                       |                     |                     | ✓              |

## Using EMS integrated with FortiGate

You can integrate FortiGate with FortiClient EMS. When used together, FortiGate is used for endpoint control and network access compliance (NAC), and FortiClient EMS is used to deploy and manage FortiClient software on endpoints.

When FortiGate is configured for NAC, you can use FortiOS to create a FortiClient Compliance profile that defines compliance rules and non-compliance action. The compliance rules define what configuration FortiClient software and the endpoint must have for the endpoint to maintain access to the network through FortiGate.

FortiOS 6.0.0 and later versions use one of the following two methods to determine endpoint compliance. The FortiOS configuration determines which method is used. FortiOS versions prior to 6.0.0 only use the second method below to determine endpoint compliance. In both cases, FortiClient must be installed on the endpoint.

1. An endpoint is considered compliant if FortiClient is managed by the EMS server authorized in FortiOS.
2. An endpoint is considered compliant if it complies with the specific compliance rules configured in FortiOS.

The non-compliance action can be *block* or *warn* and defines what action FortiGate takes when endpoints fail to comply with the compliance rules. When the non-compliance action is *block*, FortiGate blocks endpoints from accessing the network when they fail to comply with the compliance rules. When the non-compliance action is *warn*, FortiGate warns the endpoint about non-compliance but allows network access after the endpoint user acknowledges the warning.



Although the compliance rules define what configuration FortiClient software and the endpoint must have, the FortiClient Compliance profile from FortiGate does not include any configuration information. The endpoint user or administrator is responsible for configuring FortiClient Console to adhere to the compliance rules. An administrator can use FortiClient EMS to configure FortiClient Console.

After you create a FortiClient Compliance profile using FortiOS, you can import the profile into FortiClient EMS and edit the profile to add a FortiClient installer and specify configuration information for FortiClient software. Then you can use FortiClient EMS to deploy the updated profile containing compliance rules and configuration information to endpoints.

1. Using FortiGate running FortiOS 5.6 or a later version, define the compliance rules. Do one of the following:
  - a. Configure FortiGate to consider an endpoint compliant if it has FortiClient installed and is reporting to a specified EMS server. Enter the desired FortiClient EMS server IP address or hostname. This option is only available for FortiOS 6.0.0 and later versions. If using this option, proceed to step 4.
  - b. Define specific endpoint compliance rules.
2. Using FortiClient EMS, import the FortiClient Compliance profile. See [Importing FortiGate profiles on page 110](#).
3. Review the compliance rules.
4. Do one of the following:
  - a. If you configured FortiGate to consider an endpoint compliant if its FortiClient is reporting to the specified EMS server, edit your endpoint profile as desired, then save. Add a FortiClient installer if needed.
  - b. If importing a FortiGate profile, edit the imported profile to add configuration information that supports the compliance rules, and save the profile. You can add a FortiClient installer if needed.
5. Create a gateway list that includes the gateway IP address or fully qualified domain name (FQDN) for the FortiGate. See [Creating gateway lists on page 153](#).  
Each gateway list includes a list of one or more IP addresses or fully qualified domain names (FQDN) that FortiClient can use when connecting to EMS or FortiGate.
6. Assign the gateway list to domains or workgroups as needed. See [Assigning gateway lists to endpoints on page 155](#).  
FortiClient software uses the IP addresses in the gateway list to connect FortiClient Telemetry to EMS and/or FortiGate.
7. Assign the profile to domains or workgroups as needed. See [Assigning profiles on page 117](#).  
After the profile is assigned to endpoints, the settings are pushed to endpoints with the next Telemetry communication.
8. Use FortiClient EMS to monitor and manage endpoints. See [Viewing the Endpoints content pane on page 80](#).
9. Use FortiClient EMS to update the profile as needed.

## Quarantining an endpoint from FortiOS using EMS

In FortiOS 6.0, an administrator can quarantine FortiClient endpoints using EMS by enabling the *Quarantine FortiClient via EMS* option. The following lists the requirements for this feature:

- The FortiClient endpoint is connected to FortiGate and managed by EMS
- The FortiClient endpoint and FortiGate use the same FortiAnalyzer
- The EMS server managing the FortiClient endpoint is configured on the FortiGate. FortiOS allows configuration of up to three EMS servers to allow endpoint control in different locations.



Configuring *Quarantine FortiClient via EMS* requires using the FortiOS CLI to set the following fields: `automation-stitch` and `forticlient-ems`. See the *FortiOS CLI Reference*.

If *Quarantine FortiClient via EMS* is enabled, the following occurs when an indicator of compromise (IOC) is detected on an endpoint in the Security Fabric:

1. An IOC is detected on an endpoint.
2. FortiOS sends the endpoint information to EMS with instructions to quarantine the endpoint.
3. EMS identifies and quarantines the endpoint based on the request from FortiOS.

You can remove the endpoint from quarantine using EMS as described in [Quarantining endpoints on page 90](#) or using FortiOS by following the procedure described below:

1. The administrator identifies that EMS has quarantined an endpoint from one of the following:
  - a. FortiClient on the endpoint
  - b. *Quarantine Management* or *FortiClient Monitor* in FortiOS
  - c. *Endpoints* pane in EMS
2. The administrator removes the endpoint from quarantine in FortiOS.
3. FortiOS sends the endpoint information to EMS with instructions to remove the endpoint from quarantine.
4. EMS identifies and removes the endpoint from quarantine based on the request from FortiOS.

## Getting started with managing Chromebooks

The following tasks are specific to Chromebook management.

This section also includes a description of how FortiClient EMS and FortiClient work with Google Chromebooks after setup is complete.

### Configuring FortiClient EMS for Chromebooks

1. Start and log into FortiClient EMS. See [Starting FortiClient EMS and logging in on page 39](#).
2. Add SSL certificates. See [Adding SSL certificates to FortiClient EMS for Chromebook endpoints on page 173](#).
3. Configure FortiClient EMS settings. See [System Settings on page 170](#).
4. Configure user accounts and permissions. See [Administrators on page 161](#).

### Configuring the Google Admin console

Following is an overview of how to configure the Google Admin console to prepare for adding the Google domain to FortiClient EMS. The document assumes you have created the Google domain.

1. Add the FortiClient Web Filter extension. See [Adding the FortiClient Web Filter extension on page 49](#).
2. Configure the FortiClient Web Filter extension. See [Configuring the FortiClient Web Filter extension on page 49](#).
3. Add root certificates. See [Adding root certificates on page 50](#).

4. Configure unique service account credentials. See [Configuring unique service account credentials on page 57](#).
5. Disallow incognito mode. See [Disallowing incognito mode on page 53](#).

## Deploying profiles to Chromebooks

Following is an overview of how to add a Google domain, configure profiles, and push profiles to Google Chromebooks. After you add the extension in the Google Admin console, the extension is downloaded to the Google Chromebook when the Chromebook user logs into the Chromebook.

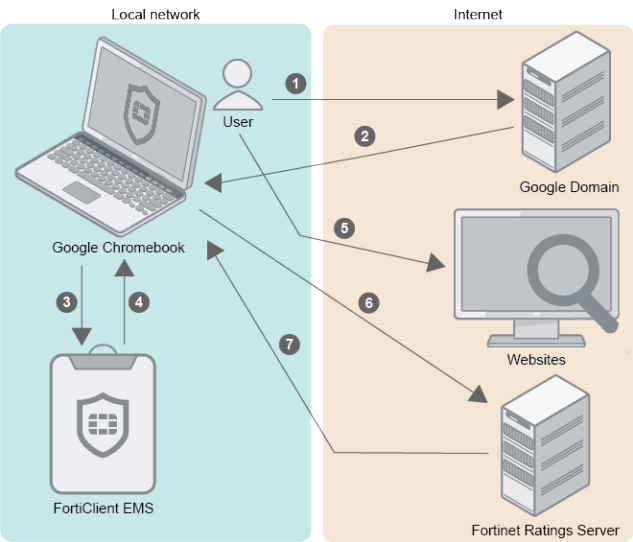
1. Add the Google domain. See [Adding Google domains on page 95](#).
2. Define web filtering options in one or more profiles. See [Adding new profiles on page 115](#).  
You can enable Safe Search in profiles.
3. Assign profiles to domains to deploy profiles to the FortiClient Web Filter extension on Chromebook endpoints. See [Assigning profiles on page 117](#).
4. Verify the FortiClient Web Filter extension. See [Verifying the FortiClient Web Filter extension on page 55](#).
5. View Google domains and Google users. See [Viewing domains on page 95](#).

## How FortiClient EMS and FortiClient work with Chromebooks

After you install and configure FortiClient EMS, the Google Admin console, and the FortiClient Web Filter extension, the products work together to provide web filtering security for Google Chromebook users logged into the Google domain. Following is a summary of how the products work together after setup is complete:

1. A user logs into the Google Chromebook.
2. The Google Chromebook downloads the FortiClient Web Filter extension.
3. FortiClient connects to FortiClient EMS.
4. FortiClient downloads a profile to the Google Chromebook. The profile contains web filtering settings from FortiClient EMS.
5. The user browses the Internet on the Google Chromebook.
6. FortiClient sends the URL query to the Fortinet Ratings Server.
7. The Fortinet Ratings Server returns the category result to FortiClient. FortiClient compares the category result with the profile to determine whether to allow the Google Chromebook user to access the URL.





# Installation Preparation

This section helps you prepare to install FortiClient EMS. Before installing FortiClient EMS, be aware of the following information.



Before installing FortiClient EMS, it is recommended you read the [FortiClient EMS Release Notes](#) to become familiar with relevant software components and other important information about the product.

---

## System requirements

The minimum system requirements for FortiClient EMS are as follows.

- Microsoft Windows Server 2008 R2 or newer
- No additional installed services
- 2.0 GHz 64-bit processor, dual core (or two virtual CPUs)
- 4 GB RAM (8 GB RAM or more is recommended)
- 40 GB free hard disk
- Gigabit (10/100/1000baseT) Ethernet adapter
- Internet access

Internet access is required during installation. This becomes optional once installation is complete. FortiClient EMS accesses the Internet to obtain information about FortiGuard engine and signature updates.



You should only install FortiClient EMS and the default services for the operating system on the server. You should not install additional services on the same server as FortiClient EMS.

---

## Licenses

This section describes licensing options available for FortiClient EMS. It provides information about the number of supported FortiClient endpoints and Google Chromebooks for each type of license to help determine which license best suits your needs. Note that there are separate licenses for FortiClient EMS and for FortiClient EMS for managing Google Chromebooks.

### FortiClient EMS

FortiClient EMS supports the following types of licenses:

- [Free trial license on page 27](#)
- [Purchased license on page 27](#)

## Free trial license

When you install FortiClient EMS, the free trial license is enabled by default. There are separate licenses for Windows, macOS, and Linux endpoint management and for Chromebook management.

The free trial license for Windows, macOS, and Linux FortiClient EMS supports ten FortiClient endpoints. FortiClient EMS consumes one license count for each managed FortiClient device.

The free trial license for Chromebook management supports ten Google Chromebook users. FortiClient EMS consumes one license count for each logged-in user. If the user logs out, the license seat times out (default timeout being 24 hours), and the license is released. At this point, another user can use this license seat.

## Purchased license

There are separate purchasable licenses for Windows, macOS, and Linux endpoint management and Chromebook management.

Each purchased Windows, macOS, and Linux license allows management of one FortiClient endpoint. You must purchase a minimum of 100 endpoint licenses, and you can have these EMS licenses for a maximum three year term. You can specify the number of endpoints and the term duration at time of purchase.

Each purchased Chromebook license allows management of one Google Chromebook user. You must purchase a minimum of 100 Google Chromebook user licenses and can have these EMS licenses for a maximum three year term. You can specify the number of Google Chromebook users and the term duration at time of purchase. FortiClient EMS uses one license seat per logged-in user. If the user logs out, the license seat times out (default timeout being 24 hours), and the license is released. At this point, another user can use this license seat.



You can use a licensed FortiClient EMS to deploy, provision, and manage FortiClient endpoints. However, if you have a FortiGate in your network, you can buy an add-on FortiGate endpoint license to enforce endpoint compliance on the firewall while EMS is managing the endpoints. Using FortiGate with EMS is optional.



An email is sent when you are running out of licenses. Additionally, a log entry is entered when a client is refused connection due to unavailable licenses.

## Component applications

Common services or applications do not require a license.



During the installation of common services required for FortiClient EMS, you are not asked for license information.

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## Required services and ports

You must ensure required ports and services are enabled for use by FortiClient EMS and its associated applications on your server. The required ports and services enable FortiClient EMS to communicate with endpoints and servers running associated applications. You do not need to enable ports 8013 and 10443 as the FortiClient EMS installation opens these.

| Communication  | Usage   | Protocol | Port                      | Incoming/Outgoing | How to customize |
|--|---|----------|---------------------------|-------------------|------------------|
| <b>FortiClient Telemetry</b>   | FortiClient endpoint management   | TCP      | 8013 (default)            | Incoming          | Installer/GUI    |
| <b>Samba (SMB) service</b>   | FortiClient EMS uses the SMB service during FortiClient initial deployment.                   | TCP      | 445                       | Outgoing          | N/A              |
| <b>Distributed Computing Environment / Remote Procedure Calls (DCE- RPC)</b> | The EMS server connects to endpoints using RPC for FortiClient initial deployment.            | TCP      | 135                       | Outgoing          | N/A              |
| <b>Active Directory server connection</b>                                    | Retrieving workstation and user information   | TCP      | 389 (LDAP) or 636 (LDAPS) | Outgoing          | GUI              |
| <b>FortiClient download</b>  | Downloading FortiClient installer created by the EMS server                                   | TCP      | 10443 (default)           | Incoming          | Installer        |
| <b>Apache/HTTPS</b>  | Web access to EMS   | TCP      | 443                       | Incoming          | Installer        |
| <b>FortiGuard</b>  | FortiGuard antivirus, vulnerability, and application version updates                          | TCP      | 80                        | Outgoing          | N/A              |
| <b>SMTP server/email</b>   | Alerts for EMS and endpoint events. When an alert is triggered, an email notification is sent | TCP      | 25 (default)              | Outgoing          | GUI              |
| <b>FortiClient endpoint probing</b>  | FortiClient EMS uses ICMP for endpoint probing during FortiClient initial deployment.         | ICMP     | N/A                       | Outgoing          | N/A              |

The following ports and services are only applicable when using FortiClient EMS to manage Chromebooks:

| Communication                              | Usage   | Protocol | Port   | Incoming/Outgoing | How to customize |
|--|---|----------|--|-------------------|------------------|
| <b>FortiClient on Chrome OS</b>            | Connection to EMS                               | TCP      | 8443 (default)<br>You can customize this port. | Incoming          | GUI              |
| <b>G suite API/Google domain directory</b> | API calls to retrieve Google domain information | TCP      | 443  | Outgoing          | N/A              |

The following ports and services should be enabled for use on Chromebooks when using FortiClient for Chromebooks:

| Communication          | Usage                        | Protocol | Port           | Incoming/Outgoing | How to customize                                 |
|------------------------|------------------------------|----------|----------------|-------------------|--|
| <b>FortiClient EMS</b> | Connection to profile server | TCP      | 8443 (default) | Outgoing          | Via Google Admin console when adding the profile |
| <b>FortiGuard</b>      | URL rating                   | TCP      | 443, 3400      | Outgoing          | N/A  |
| <b>FortiAnalyzer</b>   | Send logs to FortiAnalyzer   | TCP      | 8443           | Outgoing          | N/A  |



For the list of required services and ports for FortiClient, see the *FortiClient Administration Guide* on the [Fortinet Document Library](#).

## Management capacity

FortiClient EMS is intended for use by enterprises. It has the capacity to manage a large number of endpoints. The following are suggested host system hardware configurations for FortiClient EMS. The suggested configurations depend on the number of endpoints FortiClient EMS is managing.



It is recommended to have at least 200 GB of disk space available.

| Number of managed endpoints | Number of virtual CPUs | Memory (RAM) (in GB) | Suggested keep alive interval |
|-----------------------------|------------------------|----------------------|-------------------------------|
| Up to 10000                 | 2                      | 8                    | Default (60 seconds)          |
| 10000 to 20000              | 4                      | 8                    | Default (60 seconds)          |
| 20000 to 30000              | 4                      | 8                    | 120 seconds                   |
| 30000 to 40000              | 4                      | 8                    | 120 seconds                   |
| 40000 to 50000              | 4                      | 8                    | 120 seconds                   |
| 50000 to 75000              | 8                      | 16                   | 120 seconds                   |



The requirements listed for managing 50000 to 75000 endpoints are considered best practice, even when managing a smaller number of endpoints.



For the purpose of this table, an Intel i5 processor with two cores and two threads per core is considered to have four virtual CPUs. An Intel i3 processor with two cores and one thread per core has two virtual CPUs.

## FortiClient Telemetry security features

FortiClient connects to the FortiGate and EMS over an SSL connection. All protocol exchanges flow through this secure connection. The connection is closed after protocol exchanges between both parties are complete. The SSL connections require a valid certificate.

Telemetry connections between FortiClient and FortiGate or EMS may be configured to require a pre-shared password or connection key. See [Configuring Endpoints settings on page 175](#) and [Creating gateway lists on page 153](#).

The default Telemetry port number is 8013. This may be changed in EMS and FortiClient. When a port is not provided, FortiClient always attempt to connect to the default port, which is 8013. Changing this in EMS will lock out endpoints that are still using the default.

The EMS administrator may at anytime disconnect a rogue endpoint from EMS and prevent it from reconnecting to EMS in the future.

A list of TCP/IP ports used by the EMS is provided in [Required services and ports on page 28](#). The network administrator may block all other ports or service requests to the EMS IP address or FQDN.

## Server readiness checklist for installation

Use the following checklist to prepare your server for installation.

| Checklist | Readiness factor  |
|-----------|---|
|           | Temporarily disable security applications. You must temporarily disable any antivirus software on the target server before you install FortiClient EMS. Installation may be slow or disrupted while these programs are active. Note a server may be vulnerable to attack when you uninstall or disable security applications. |
|           | Consider the date and time settings you apply to your server. If managing Chromebooks, it is recommended to sync the time to the Google server time.  |
|           | Confirm required services and ports are enabled and available for use by FortiClient EMS.   |
|           | Ensure no conflict exists with port 443 for the Apache service to function properly.  |
|           | Ensure no conflict exists with ports 8013 and 8443 for the EMS service to function properly.  |

## Upgrading from an earlier FortiClient EMS version

FortiClient EMS6.0.5 supports direct upgrades from FortiClient EMS 6.0.0+ and 1.2.4+.

To ensure a successful upgrade, it is recommended you perform the upgrade on a staging server before upgrading the production server. The staging server is a test environment where you can run the latest version of EMS using your own configuration. You can create it before upgrading the production server, then shut it down after successfully upgrading the production server.

For supported upgrade paths, see the [FortiClient and FortiClient EMS Upgrade Path](#).

### Staging server

1. Back up the database from the EMS production server.
2. Install EMS on the staging server. Ensure this is the same version of EMS as currently installed on the production server.
3. Import the EMS database from the production server.
4. Connect a few endpoints to the staging server by disconnecting them from the production server, then entering the staging server's EMS IP address in FortiClient on the endpoints. This is for testing purposes; keep most endpoints connected to the production server.
5. Close EMS.
6. Install EMS 6.0.5 on the staging server using the downloaded installer. You may complete the upgrade using one of the following methods. The installer files can be downloaded from [Customer Service & Support](#).
  - a. If Fortinet has enabled upgrade on the FDS, a notification appears on the EMS GUI. Click the notification, then review and accept the upgrade message.
  - b. Run the full EMS installer as an administrator.
  - c. Run the light EMS installer as an administrator. This installer connects to the FDS to check for, download, and run the latest full EMS installer.
7. Monitor EMS performance on the staging server for at least two days, including testing use cases.

## Production server upgrade instructions

1. Upgrade the production server to EMS 6.0.5 by repeating step 5 to 7 from the instructions above on the production server.
2. If you performed the upgrade on the staging server prior to the production server, do the following after successfully upgrading the production server:
  - a. Disconnect endpoints from the staging server, then connect them to the production server.
  - b. Shut down the staging server.

## Install preparation for managing Chromebooks

The following sections are only applicable if you plan to use FortiClient EMS to manage Chromebooks.

### G Suite account

You need to sign up for your G Suite account before you can use the Google service and manage your Chromebook users.

The G Suite account is different from the free consumer account. The G Suite account is a paid account that gives access to a range of Google tools, services, and technology.

You can sign up for a G Suite account [here](#).

In the sign up process, you must use your email address to verify your Google domain. This also proves you have ownership of the domain.

### SSL certificates

FortiClient EMS requires an SSL certificate signed by a Certificate Authority (CA) in pfx format. Use your CA to generate a certificate file in pfx format, and remember the configured password. For example, the certificate file name is *server.pfx* with password 111111.

The server where FortiClient EMS is installed should have a fully qualified domain name (FQDN), such as *ems.forticlient.com*, and you must specify the FQDN in your SSL certificate.

If you are using a public SSL certificate, the FQDN can be included in *Common Name* or *Subject Alternative Name*. You must add the SSL certificate to FortiClient EMS. See [Adding SSL certificates to FortiClient EMS for Chromebook endpoints on page 173](#). You do not need to add the root certificate to the Google Admin console.

If you are using a self-signed certificate (non-public SSL certificate), your certificate's *Subject Alternative Name* must include `DNS:<FQDN>`, for example, `DNS:ems.forticlient.com`. You must add the SSL certificate to FortiClient EMS and the root certificate to the Google Admin console to allow the extension to trust FortiClient EMS. See [Adding root certificates on page 50](#).



# Installation and Licensing

Before you install and license FortiClient EMS on a server, ensure you have:

- Reviewed [Licenses on page 26](#)
- Met the requirements listed in [Required services and ports on page 28](#)
- Completed the [Server readiness checklist for installation on page 30](#)
- Logged into the server as the administrator. The administrator user account is equivalent to a Windows administrator account and provides access to all common services, FortiClient EMS, and other application tasks. You can use this account to initially log into the server and to create other user accounts for normal day-to-day use of the applications.



It is recommended you install FortiClient EMS on a dedicated server in a controlled environment. Installing other software applications can interfere with normal operation of FortiClient EMS.

---

## Downloading the installation file

FortiClient EMS is available for download from the [Fortinet Support website](#).

You can also receive the installation file from a sales representative.

The following installation file is available for FortiClient EMS:

`FortiClientEnterpriseManagement_6.0.5.<build>_x64.exe`

For information about obtaining FortiClient EMS, contact your Fortinet reseller.

## Installing FortiClient EMS

The FortiClient EMS installation package includes:

- FortiClient EMS
- Microsoft SQL Server 2014 Express Edition
- Apache HTTP server



Local administrator rights and Internet access are required to install FortiClient EMS.

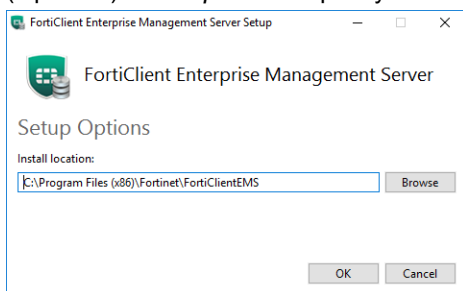
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1. If you are logged into the system as an administrator, double-click the downloaded installation file.  
If you are not logged in as an administrator, right-click the installation file, and select *Run as administrator*.

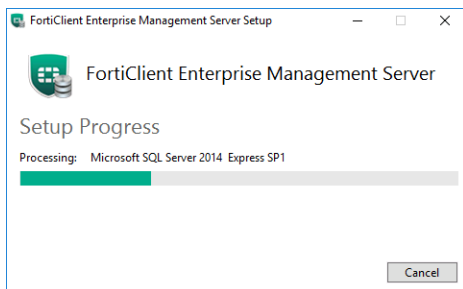
2. If applicable, select **Yes** in the *User Account Control* window to allow the program to make changes to your system.
3. In the installation window, select *I agree to the license terms and conditions* if you agree with the license terms and conditions. If you do not agree, you cannot install the software.



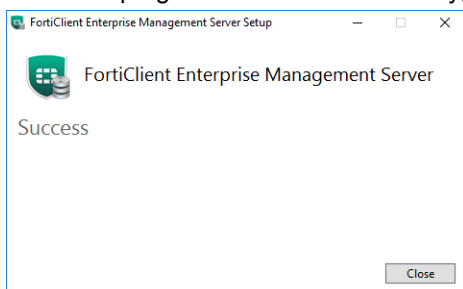
4. (Optional) Click *Options* to specify a custom directory for the FortiClient EMS installation.



- a. Click *Browse* to locate and select the custom directory.
  - b. Click *OK* to return to the installation wizard.
5. Click *Install*.  
The installation may take 30 minutes or longer. It may appear to stop at times, but this is only because certain steps in the installation process take longer than others.



6. When the program has installed correctly, the *Success* window displays. Click *Close*.



A *FortiClient Enterprise Management Server* icon is added to the desktop.

## Installing FortiClient EMS using the CLI

Installing FortiClient EMS using the CLI allows you to enable certain options during installation, such as customizing the EMS installation directory, using custom port numbers, and so on.

The following table provides a description of all options available when installing FortiClient EMS using the CLI. Note these options are case-sensitive:

| Option                            | Description   |
|-----------------------------------|---|
| AllowedWebHostnames               | The default value is localhost, 127.0.0.1. To clear this value, first enter <code>AllowedWebHostnames=*</code> , then enter the desired AllowedWebHostnames value. Otherwise, the value entered will be appended to [localhost, 127.0.0.1], so that <code>AllowedWebHostNames=localhost, 127.0.01, &lt;new_value&gt;</code> . |
| ApacheServerAdminEmail            | Enter the Apache Server administrator's email address. By default, this is <code>admin@yourcompany.com</code> .   |
| BackupDir                         | Enter the desired backup directory path for SQL Server.   |
| ClientDownloadPort                | Enter the HTTP port number. The default is 80.  |
| RemoteManagementPort              | Enter the HTTPS port number. The default is 443.  |
| InstallFolder                     | Specify the directory to install EMS to.  |
| InstallSQL                        | Controls whether the installer will install SQL Server Express on the same server as FortiClient EMS. Enter 1 to install SQL Server Express; otherwise, enter 0. By default, SQL Server Express is installed with FortiClient EMS.  |
| ScriptDB                          | Controls where the installer will attempt to create the database from db scripts. Enter 1 to create the database from db scripts. 0 should only be entered if databases have already been set up on the server and you are only installing EMS components locally.  |
| ServerHostname                    | Enter the preferred host name (the remote host name). The default is the local host.  |
| SQLAuthType                       | Enter <code>sql</code> .  |
| SQLCmdlineOptions="/INSTANCEDIR"  | Enter the desired directory to install SQL Server Express to.   |
| SQLCmdlineOptions="/INSTANCENAME" | Enter the SQL Server instance name.   |
| SQLEncryptConnection              | (Optional) Enter <code>yes</code> to encrypt the connection to SQL Server. Otherwise, enter <code>no</code> . The default is <code>yes</code> .   |
| SQLPort                           | Enter the port number the remote SQL Server instance is listening on. You should configure SQL Server to use a static port number.  |
| SQLServer                         | Enter the DSN name of the computer where SQL Server is already installed.   |
| SQLServerInstance                 | Enter the SQL Server instance name.   |

| Option                    | Description  |
|---------------------------|--|
| SQLService                | If using a default database instance, enter the instance name. If using a named database instance, enter <code>mssql\$&lt;instance_name&gt;</code> . For example, if your instance is named "database000", enter <code>mssql\$database000</code> .                                       |
| SQLTrustServerCertificate | (Optional) Enter <code>yes</code> to trust the SQL Server certificate on the machine where FortiClient EMS is installed. If entering <code>no</code> , you must install the issuing CA certificate of SQL Server's certificate onto the machine you are connecting FortiClient EMS from. |
| SQLUser                   | Enter the SQL username used to connect to the database instance. This must be pre-configured in SQL Server as described in .   |
| SQLUserPassword           | Enter the SQL password used to connect to the database instance.   |
| WindowsUser               | Enter the Windows username used to connect to the database instance. This must be pre-configured in SQL Server as described in .   |
| WindowsUserPassword       | Enter the Windows password used to connect to the database instance.   |

The following topics describe how to use the options above for specific use cases.

## Allowing remote access to FortiClient EMS and using custom port numbers

To allow remote access to FortiClient EMS from a web browser, install FortiClient EMS by entering the following command in the CLI. You can also specify custom HTTP and HTTPS port numbers:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe ServerHostname=<preferred_host_name>
ClientDownloadPort=<HTTP_port_number> RemoteManagementPort=<HTTPS_port_number>
AllowedWebHostnames=<allowed_web_host_names> ApacheServerAdminEmail=<Apache_Server_admin_email_address>
```

The example below specifies the server host name as `emshost.ems.com`, appends `emshost.ems.com` to the allowed web host names, and specifies `example@example.com` as the Apache server administrator email. In this example, the HTTP and HTTPS ports are changed to 1080 and 22443, respectively.

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe ServerHostname=emshost.ems.com
ClientDownloadPort=1080 RemoteManagementPort=22443 AllowedWebHostnames=emshost.ems.com
ApacheServerAdminEmail=example@example.com
```

## Customizing the SQL Server Express install directory

By default, FortiClient EMS is installed with SQL Server Express. Using the CLI to install FortiClient EMS allows you to customize the SQL Server Express install directory.

Note these instructions are not applicable for SQL Server Enterprise or Standard, which must be installed separately from FortiClient EMS. For information on SQL Server Enterprise or Standard and FortiClient EMS, see [Installing FortiClient EMS to specify SQL Server Enterprise or Standard instance on page 37](#).

## Customizing the SQL Server Express install to a local directory

Use the following command to customize the SQL Server Express install to a local directory:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64 SQLCmdlineOptions="/INSTANCENAME=FCEMS
/INSTANCEDIR=<desired_directory>"
```

The example below installs FortiClient EMS, installing SQL Server to the C:\sqlserver directory:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64 SQLCmdlineOptions="/INSTANCENAME=FCEMS
/INSTANCEDIR=c:\sqlserver"
```

## Customizing the SQL Server Express install to a remote directory

Use the following command to customize the SQL Server Express install to a remote directory:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64 InstallFolder=<desired_directory>
SQLServer=<SQL_Server_name> SQLServerInstance= SQLService=MSSQLSERVER
```

The example below installs FortiClient EMS, installing SQL Server to the C:\sqlserver directory on a computer with DNS name WIN-088:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64 InstallFolder=c:/sqlserver SQLServer=WIN-0888
SQLServerInstance= SQLService=MSSQLSERVER
```

## Installing FortiClient EMS to specify SQL Server Enterprise or Standard instance

If you are using SQL Server Enterprise or Standard with FortiClient EMS, you must install FortiClient EMS using the CLI to specify the correct SQL Server instance. Ensure you have already installed and configured SQL Server Enterprise or Standard as detailed in .

### Local existing database

This section lists the CLI commands for when FortiClient EMS and SQL Server Enterprise or Standard are installed on the same machine.

| Database type   | Command  |
|---|--|
| Local default instance using SQL authentication           | FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe<br>SQLUser=<username> SQLUserPassword=<password> InstallSQL=0<br>ScriptDB=1 SQLServerInstance= SQLService=<instance_name><br>SQLCmdlineOptions="/INSTANCENAME="   |
| Local default instance using local Windows authentication | FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe<br>SQLServerInstance= SQLService=<instance_name><br>SQLCmdlineOptions="/INSTANCENAME=" InstallSQL=0 ScriptDB=1  |
| Local named instance using SQL authentication             | FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe<br>SQLUser=<username> SQLUserPassword=<password> InstallSQL=0<br>ScriptDB=1 SQLServerInstance=<instance_name><br>SQLService=mssql\$<instance_name><br>SQLCmdlineOptions="/INSTANCENAME=<instance_name>" |

| Database type   | Command   |
|---|---|
| Local named instance using local Windows authentication | <pre>FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe SQLServerInstance=&lt;instance_name&gt; SQLService=mssql\$&lt;instance_name&gt; SQLCmdlineOptions="/INSTANCENAME=&lt;instance_name&gt;" InstallSQL=0 ScriptDB=1</pre> |

For example, if installing FortiClient EMS and pointing to a local instance named "database000" using SQL authentication, with SQL username "janedoe", password "password123", the command would be as follows:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe SQLUser=janedoe SQLUserPassword=password123
InstallSQL=0 ScriptDB=1 SQLServerInstance=database000 SQLService=mssql$database000
SQLCmdlineOptions="/INSTANCENAME=database000"
```

## Remote existing database

### Creating a backup directory

Prior to installing FortiClient EMS, create a backup directory on the database server and set the permissions as described below.

1. On the database server, create a backup directory.
2. Right-click the directory and select *Properties*.
3. On the *Security* tab, ensure all users have full control of the directory.

### Installation commands for remote existing databases

For remote instances using Windows authentication (domain user), do the following:

1. Join the EMS and database servers to the same domain.
2. Create a database user that maps to the domain user.
3. In Local Group Policy Editor, add the domain user to the Log on as a service policy.

| Database type   | Command  |
|---|--|
| Remote default or named instance using SQL authentication                   | <pre>FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe SQLServer=&lt;SQL_Server_name&gt; SQLUser=&lt;username&gt; SQLUserPassword=&lt;password&gt; InstallSQL=0 ScriptDB=1 BackupDir=&lt;backupdirectorypath&gt;</pre>                    |
| Remote default or named instance using Windows authentication (domain user) | <pre>FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe SQLServer=&lt;SQL_Server_name&gt; WindowsUser=&lt;username@domain.loc&gt; WindowsUserPassword=&lt;password&gt; InstallSQL=0 ScriptDB=1 BackupDir=&lt;backupdirectorypath&gt;</pre> |

For example, if installing FortiClient EMS and pointing to a remote named instance on a computer with DNS name WIN-088 using Windows authentication, with Windows username "janedoe", password "password123", the command would be as follows. This example also includes the optional `SQLEncryptConnection` option:

```
FortiClientEnterpriseManagement_6.0.5.XXXX_x64.exe SQLServer=WIN-0888
WindowsUser=janedoe@ems.loc WindowsUserPassword=password123 InstallSQL=0 ScriptDB=1
BackupDir=c:\backup\ SQLEncryptConnection=no
```

## Starting FortiClient EMS and logging in

FortiClient EMS runs as a service on Windows computers.

1. Double-click the *FortiClient Enterprise Management Server* icon.
2. Sign in with the username *admin* and no password.
3. Change the username and password by going to *Administration > Administrators*.
4. Configure FortiClient EMS by going to *System Settings*.

## Accessing FortiClient EMS remotely

You can access FortiClient EMS remotely using a web browser instead of the GUI.

### To enable remote access to FortiClient EMS:

1. Go to *System Settings > Server*.
2. Enable *Remote HTTPS access*.
3. If desired, in the *Custom hostname* box, enter the host name or IP address. Otherwise, the *Pre-defined hostname* is used.
4. If desired, select the *Redirect HTTP request to HTTPS* checkbox. If this option is enabled, if you attempt to remotely access EMS at *http://<server\_name>*, this is automatically redirected to *https://<server\_name>*.
5. Click *Save*.

### To remotely access FortiClient EMS:

- To access EMS from the EMS server, visit `https://localhost`
- To access the server remotely, use the server's hostname: `https://<server_name>`  
Ensure you can ping `<server_name>` remotely. This can be achieved by adding it into a DNS entry or to the Windows hosts file. You may have to modify the Windows firewall rules to allow the connection.

## Licensing FortiClient EMS



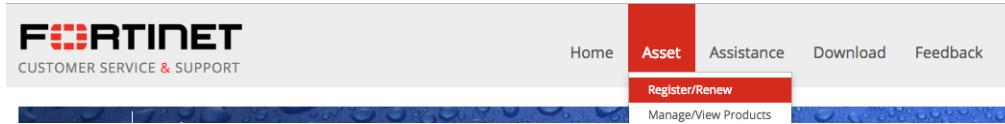
An instructional video on how to obtain licensing for FortiClient EMS is available in the [Fortinet Video Library](#).

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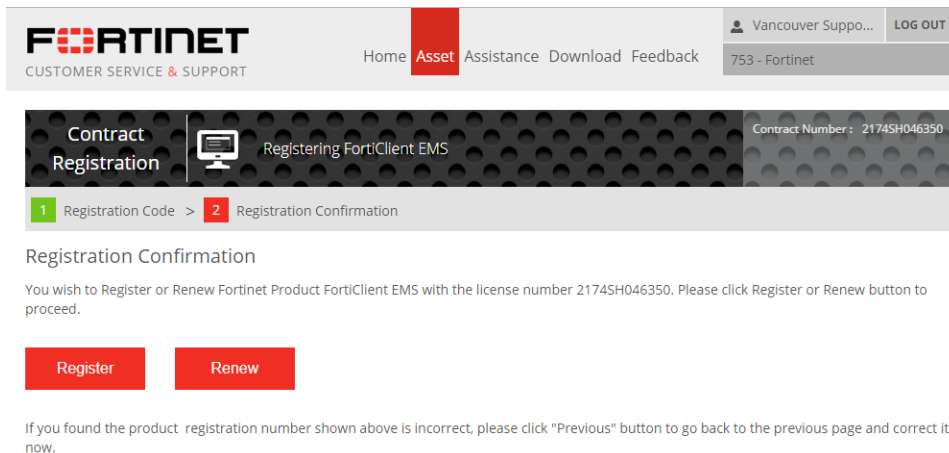
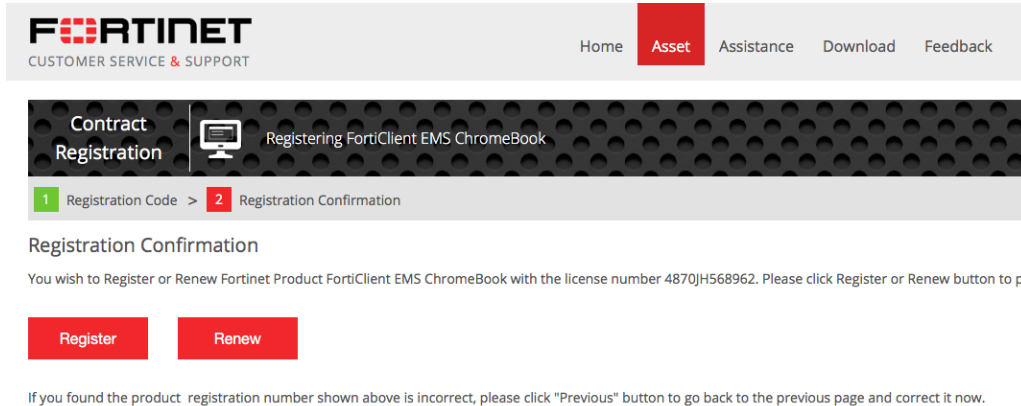
1. Purchase FortiClient EMS from a reseller.  
You can visit [fortinet.com/partners.html](https://fortinet.com/partners.html) to find a reseller. Once you purchase FortiClient EMS, you receive the *Service Registration Document* via email. This email contains the *Contract Registration Code* used to obtain the FortiClient EMS license.
2. Log into the [Fortinet Support](#) website.

### 3. Register FortiClient EMS:

- a. Go to *Asset > Register/Renew*.



- b. In the *Specify Registration Code* field, enter the *Contract Registration Code*. This is the number received in the license email from Fortinet.
- c. Select the end user type, then click *Next*.
- d. Click *Register*.

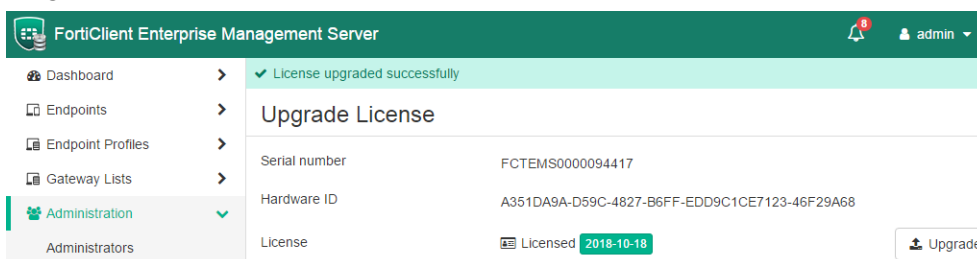


If you have not registered an EMS device, you are prompted to do so. This requires obtaining the *Hardware ID* from FortiClient EMS. You can obtain the *Hardware ID* by going to *Administration > Upgrade License > Hardware ID*.

- e. In the *Product Description* field, enter a product description if desired, then enter the *Hardware ID*.
- f. Select the *Fortinet Partner* reseller, then click *Next*.
- g. Read, verify, and agree to the service's *Terms and Conditions*, then click *Next*.
- h. Verify the *Product Entitlement* list for your FortiClient EMS purchase. Select the *BY ACCEPTING THESE TERMS...* checkbox, then click *Confirm*. The license file is now available to use with your FortiClient EMS installation.
- i. Click *Finish*.



4. Retrieve the license key:
  - a. Go to *Asset > Manage/View Products*. Select FortiClient EMS.
  - b. From the left panel, select *License & Key*.
  - c. From the *Available Key(s)* list, click *Get The License File* for FortiClient EMS.
5. License FortiClient EMS:
  - a. From FortiClient EMS, go to *Administration > Upgrade License*. Click the *Activate* button.
  - b. Click the *Browse* button, select the license file, and click *Upload*. You have successfully licensed FortiClient EMS.



To upgrade or renew your license, contact [Fortinet Support](#).

## License status

The *Dashboard > FortiClient Status > System Information* widget displays your license status. Your license status can change. The options are:

| License Status      | Description  |
|---------------------|--|
| Trial               | If you just installed FortiClient EMS, the trial license is enabled by default. You should upload the license file you purchased.  |
| Non-expired license | You can upgrade the license. See <a href="#">License upgrades or renewals on page 169</a> .  |
| Expired license     | <p>You can renew the license. See <a href="#">License upgrades or renewals on page 169</a>.</p> <p>You have ten days after the license expiry date to renew the license. During this grace period, the <i>System Information</i> widget displays the expiry date, which has already passed. In the screenshot below, the current time is August 23, 2019, but the license expired on two days earlier, on August 21, 2019. During the grace period, FortiClient EMS functions as if the license has not expired.</p> |

| License Status | Description  |
|----------------|--|
|                | <p>FortiClient EMS also displays a daily notification that the license has expired and that you are currently using FortiClient EMS as part of the ten day grace period.</p> <div> <p>Your license has expired. You have 9 day(s) left in the grace period to renew your license if you wish to continue managing more than 10 clients.</p> <p>Okay</p> </div> <p>After ten days, FortiClient EMS reverts to trial mode.</p> |

## Extending license expiries

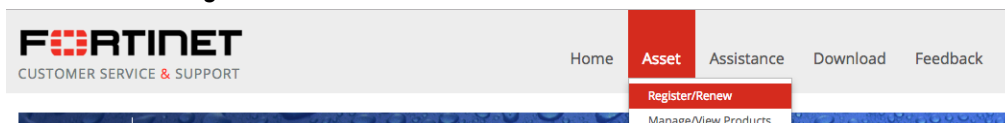
You can apply multiple licenses to FortiClient EMS to extend the license expiry. For example, consider you purchase two one-year licenses for FortiClient EMS. After you register and apply the first license, FortiClient EMS has an expiry date of September 5, 2018. You can register and apply the second license as a renewal, after which FortiClient EMS has an expiry date of September 5, 2019.

Note you must upload the second license file to FortiClient EMS using the GUI. Registering the license does not automatically update the license expiry in FortiClient EMS.



Using a second license to extend the license expiry date does not increase the number of licensed clients. To increase the number of licensed clients, contact [Fortinet Support](#) for a co-term contract.

1. Purchase two FortiClient EMS licenses separately from a reseller. You must purchase the licenses separately to ensure there are two registration codes. Otherwise, you cannot stack the licenses. You can visit [Fortinet Partners](#) to find a reseller. Once you purchase FortiClient EMS, you receive the *Service Registration Document* via email. This email contains the *Contract Registration Code* used to obtain the FortiClient EMS license.
2. Register and apply the first license to FortiClient EMS as described in [Licensing FortiClient EMS on page 39](#).
3. Register the second license:
  - a. Log into the [Fortinet Support](#) website.
  - b. Go to **Asset > Register/Renew**.



- c. In the *Specify Registration Code* field, enter the *Contract Registration Code*. This is the number received in the license email from Fortinet.
- d. Select the end user type, then click *Next*.

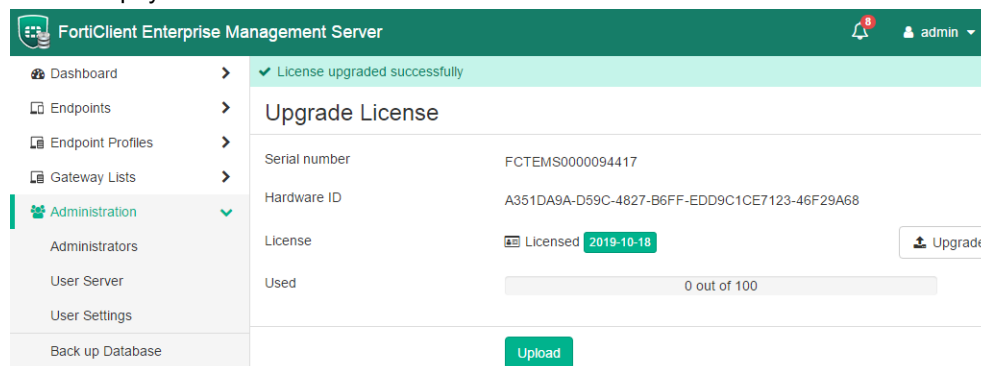
- e. In the *Registration Confirmation* window, click *Renew*.

If you found the product registration number shown above is incorrect, please click "Previous" button to go back to the previous page and correct it now.

If you found the product registration number shown above is incorrect, please click "Previous" button to go back to the previous page and correct it now.

- f. In the *Specify Fortinet Registration Information* window, do one of the following. You can find the serial number in the *System Information* widget in FortiClient EMS.
  - i. Enter the serial number in the *The Product Serial Number is* field.
  - ii. Select the desired serial number in the *Product SN* list.
- g. Read, verify, and agree to the service's *Terms and Conditions*.
4. Retrieve the license key:
  - a. Go to *Asset > Manage/View Products*. Select FortiClient EMS.
  - b. From the left panel, select *License and Key*.
  - c. From the *Available Key(s) List*, select the FortiClient EMS entry. Then, click *Get The License File*.
5. License FortiClient EMS:
  - a. From FortiClient EMS, go to *Administration > Upgrade License*, then click *Activate*.
  - b. Click *Browse*, select the license file, and click *Upload*. You have successfully extended the license for FortiClient EMS. The expiry date displayed in the *System Information* widget updates to a year after the initial

license expiry date.



## Help with licensing

For licensing issues with FortiClient EMS, contact the licensing team at [Fortinet Technical Assistance Center \(TAC\)](#):

- Phone: +1-866-648-4638
- [Technical support](mailto:support.fortinet.com/): support.fortinet.com/

## Specifying different ports

In cases where there are pre-existing services running on default FortiClient EMS ports, you can specify another port using the CLI to run the installer. You can use the following commands:

| Command                           | Description   |
|-----------------------------------|---|
| <code>ClientDownloadPort</code>   | Port used to download FortiClient from FortiClient EMS. |
| <code>RemoteManagementPort</code> | Port used for EMS administration.                       |

## Upgrading Microsoft SQL Server Express to Microsoft SQL Server Standard or Enterprise

FortiClient EMS is installed with Microsoft SQL Server Express, which has a file size limit of 10 GB per database. Log entries recorded in the database are rotated on a schedule of seven days (one week) by default. If the FortiClient deployment is large, the database size may reach the 10 GB limit over time. The FortiClient EMS administrator may upgrade the default SQL Server installation from Express to Standard or Enterprise edition. The database file size limit for these editions is in the PB range, which is unlimited for most practical usage.



Microsoft SQL Server Express is free. All other editions require a license from Microsoft.

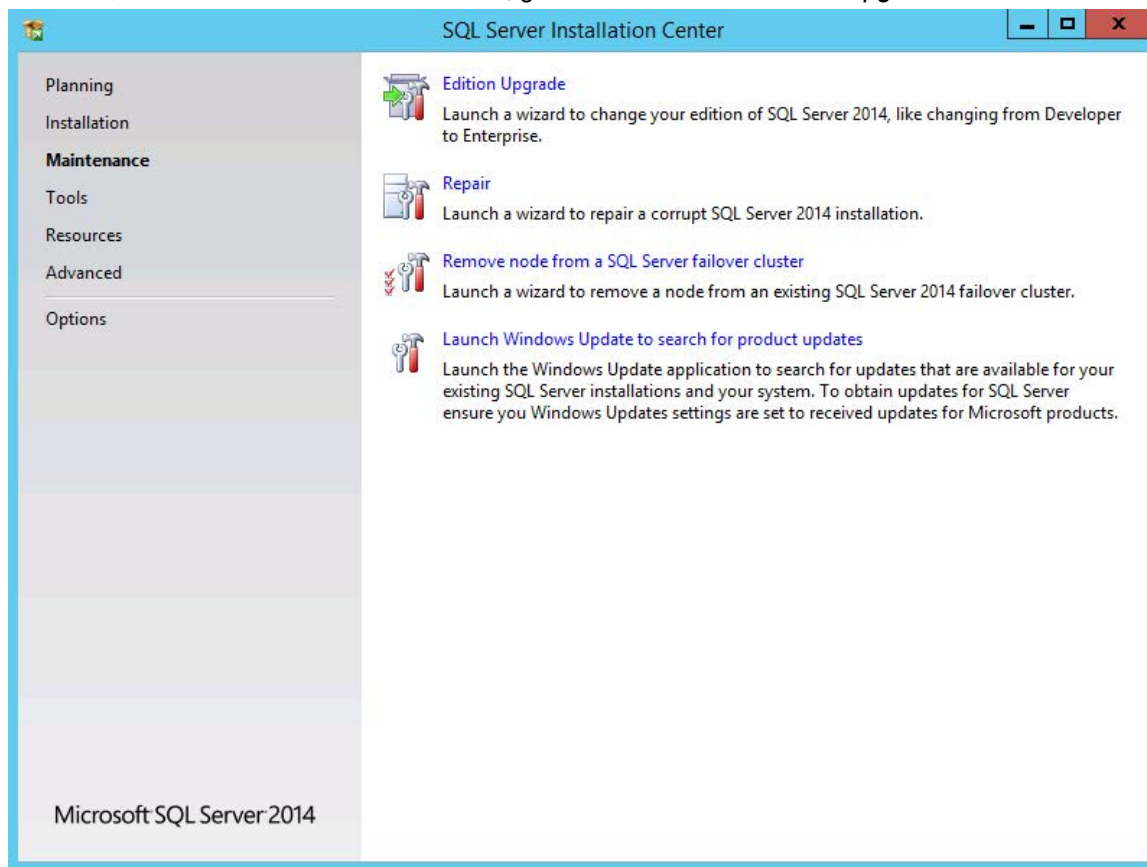
See the following Microsoft documentation on upgrading between editions called [Upgrade to a Different Edition of SQL Server 2014 \(Setup\)](#).

The EMS database is saved in the `C:\Program Files\Microsoft SQL Server\MSSQL12.FCEMS\MSSQL\DATA\FCM_root.mdf` file in the EMS host server. This file's size should remain below the 10 GB limit for Microsoft SQL Server Express.

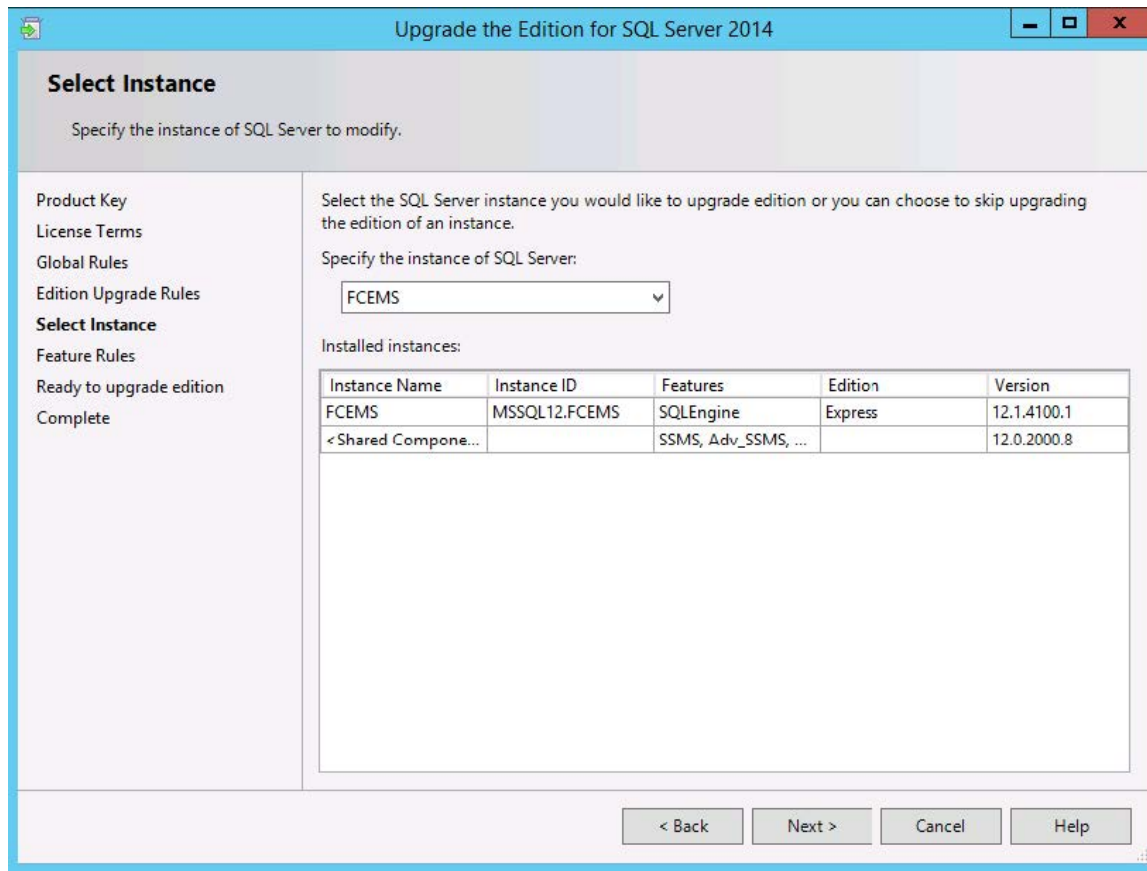


It is recommended to do a database edition upgrade outside normal production hours.

1. Attach the SQL Server 2014 installation media to the FortiClient EMS server.  
The installation media is a DVD or ISO file. If using the DVD, insert the DVD into the EMS host computer (host server). If your host server is a virtual machine, use the ISO file.
2. Run the SQL Server setup application wizard.
3. In the *SQL Server Installation Center* wizard, go to *Maintenance > Edition Upgrade*.



4. Enter the *product key*.
5. Accept the license terms, then click *Next*.
6. Under *Select Instance*, in the *Specify the instance of SQL Server* dropdown list, select *FCEMS*. Then, click *Next*.



7. Under *Ready to upgrade edition*, click *Upgrade*.
8. After the upgrade is complete, click *Finish*.

## Testing the SQL server upgrade

It is recommended to run a short test on FortiClient EMS after the upgrade to verify proper operations. A simple test may be to:

1. Connect FortiClient on one or two test endpoints to FortiClient EMS.
2. Create a new custom group in FortiClient EMS and add the test endpoints to it.
3. Create a new endpoint profile and assign it to the new custom group.
4. Check that FortiClient on the test endpoints received the new profile.

Monitor the system closely over the first few days for any unusual behavior.

## Uninstalling FortiClient EMS

Use the *Programs and Features* pane of the Microsoft Windows Control Panel to uninstall FortiClient EMS.

FortiClient EMS installs the following dependencies. If other applications on the same computer are not using them, you can uninstall them manually after removing FortiClient EMS.

- Microsoft ODBC Driver 11 for SQL Server
  - Microsoft SQL Server 2008 Setup Support Files
  - Microsoft SQL Server 2012 Native Client
  - Microsoft SQL Server 2014 (64-bit)
  - Microsoft SQL Server 2014 Setup (English)
  - Microsoft SQL Server 2014 Transact-SQL ScriptDom
  - Microsoft Visual C++ 2010 x64 Redistributable – 10.0
  - Microsoft Visual C++ 2010 x86 Redistributable – 10.0
  - Microsoft Visual C++ 2013 x86 Redistributable – 12.0
  - Microsoft VSS Writer for SQL Server 2014
  - SQL Server Browser for SQL Server 2014
1. Select *Start > Control Panel > Programs > Uninstall a program*.
  2. Select *FortiClient Enterprise Management Server*, and click *Uninstall*.
  3. Follow the uninstallation wizard prompts.

# Chromebook-only Setup

The following sections are only applicable if you plan to use FortiClient EMS to manage Chromebooks.

## Google Admin Console setup

This section describes how to add and configure the FortiClient Web Filter extension on Chromebooks enrolled in the Google domain.

Following is a summary of how to set up the Google Admin console:

1. Log into the Google Admin console. See [Logging into the Google Admin console on page 48](#).
2. Add the FortiClient Web Filter extension. See [Adding the FortiClient Web Filter extension on page 49](#).
3. Configure the FortiClient Web Filter extension. See [Configuring the FortiClient Web Filter extension on page 49](#).
4. Add the root certificate. See [Adding root certificates on page 50](#).

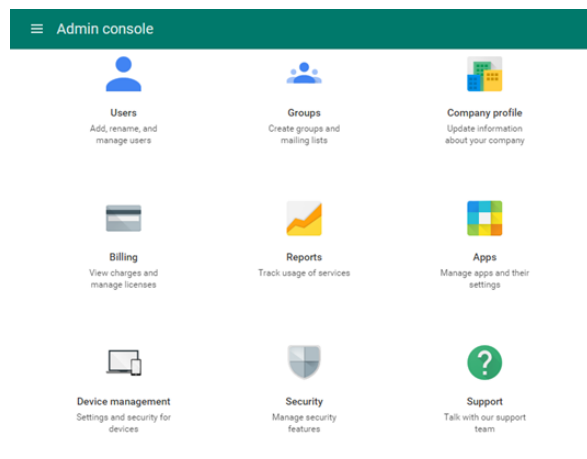


If you are using another Chromebook extension that uses external rendering servers, the FortiClient Web Filter settings may be bypassed. Check with the third-party extension vendor if this is the case.

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## Logging into the Google Admin console

Log into the [Google Admin console](#) using your Google domain admin account. The Admin console displays.





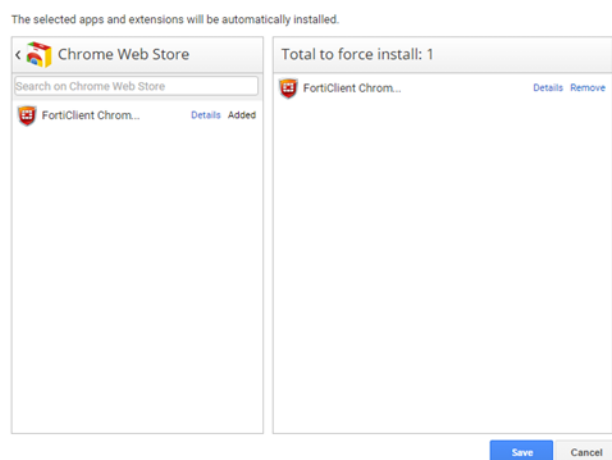
## Adding the FortiClient Web Filter extension



FortiClient EMS software is not available for public use. You can only enable the feature using the following extension ID: igbgpehnbmhdgjbhkkpedommgmfbear

1. In the Google Admin console, go to *Device management > Chrome Management > User Settings > Apps and Extensions > Force-installed Apps and Extensions > Manage force-installed apps*.
2. Select *Chrome Web Store*, and search for the following extension ID: igbgpehnbmhdgjbhkkpedommgmfbear.
3. Add the extension ID and save.

The extension name displays as *FortiClient Chromebook Web Filter Extension*.



## Configuring the FortiClient Web Filter extension

You must configure the FortiClient Chromebook Web Filter extension to enable the Google Admin console to communicate with FortiClient EMS.

FortiClient EMS hosts the services that assign endpoint profiles of web filtering policies to groups in the Google domain. FortiClient EMS also handles the logs and web access statistics sent from the FortiClient Web Filter extensions.



FortiClient EMS is the profile server.

1. In FortiClient EMS, locate the server name and port by going to *System Settings > Server*.
2. Create a text file that contains the following text:
 

```
{
  "ProfileServerUrl": { "Value": "https://< ProfileServer >:< port for Profile Server >" }
}
```

For example:

```
{
  "ProfileServerUrl": { "Value": "https://ems.mydomain.com:8443" }
}
```

3. In the Google Admin console, go to *Device management > Chrome Management > App Management > FortiClient Chrome Web Filter Extension > User settings*.
4. Click a domain or organization unit (OU).
5. In the right pane, under *Configure*, upload a new configuration file.  
You can also view the current settings.
6. Click *Save*.
7. Go to *Device Management > Chrome > App Management* to view your configured Chrome apps.

## Adding root certificates

This section includes the following information.

- [Communication with the FortiClient Chromebook Web Filter extension on page 50](#)
- [Communication with FortiAnalyzer for logging on page 50](#)
- [Summary of where to add certificates on page 51](#)
- [Uploading root certificates to the Google Admin console on page 52](#)

### Communication with the FortiClient Chromebook Web Filter extension

The FortiClient Chromebook Web Filter extension communicates with FortiClient EMS using HTTPS connections. The HTTPS connections require an SSL certificate. You must obtain an SSL certificate and add it to FortiClient EMS to allow the extension to trust FortiClient EMS.

If you use a public SSL certificate, you only need to add the public SSL certificate to FortiClient EMS. See [Adding SSL certificates to FortiClient EMS for Chromebook endpoints on page 173](#).

However, if you prefer to use a certificate not from a common CA, you must add the SSL certificate to FortiClient EMS and push your certificate's root CA to the Google Chromebooks. Otherwise, the HTTPS connection between the FortiClient Chromebook Web Filter extension and FortiClient EMS will not work. See [Uploading root certificates to the Google Admin console on page 52](#).

### Communication with FortiAnalyzer for logging

This section applies only if you are sending logs from FortiClient EMS to FortiAnalyzer. If you are not sending logs, skip this section.



Sending logs to FortiAnalyzer requires you enable ADOMs in FortiAnalyzer and add FortiClient EMS to FortiAnalyzer. FortiClient EMS is added as a device to the FortiClient ADOM in FortiAnalyzer. See the *FortiAnalyzer Administration Guide*.

---

FortiClient EMS supports logging to FortiAnalyzer. If you have a FortiAnalyzer device and configure FortiClient EMS to send logs to FortiAnalyzer, a FortiAnalyzer CLI command must be enabled and an SSL certificate is required to support communication between the FortiClient Web Filter extension and FortiAnalyzer.

If you use a public SSL certificate, you only need to add the public SSL certificate to FortiAnalyzer. See [Adding SSL certificates to FortiAnalyzer](#).

However, if you prefer to use a certificate not from a common CA, you must add the SSL certificate to FortiAnalyzer and push your certificate's root CA to the Google Chromebooks. Otherwise, the HTTPS connection between the FortiClient Chromebook Web Filter extension and FortiAnalyzer will not work. See [Uploading root certificates to the Google Admin console on page 52](#).



The FortiAnalyzer IP address should be specified in the SSL certificate. If you are using a public SSL certificate, the FortiAnalyzer IP address can be assigned to *Common Name* or *Alternative Name*. If you are using a self-signed (nonpublic) SSL certificate, your certificate's *Subject Alternative Name* must include `IP:<FortiAnalyzer IP>`.

You must use the FortiAnalyzer CLI to add HTTPS-logging to the allow-access list in FortiAnalyzer. This command is one step in the process that allows FortiAnalyzer to receive logs from FortiClient EMS.

In FortiAnalyzer CLI, enter the following command:

```
config system interface
  edit "port1"
    set allowaccess https ssh https-logging
  next
end
```

## Adding SSL certificates to FortiAnalyzer

1. In FortiAnalyzer, go to *System Settings > Certificates > Local Certificates*.
2. Click *Import*. The *Import Local Certificate* dialog appears.
3. In the *Type* list, select *Certificate* or *PKCS #12 Certificate*.
4. Beside *Certificate File*, click *Browse* to select the certificate.
5. Enter the password and certificate name.
6. Click *OK*.

## Selecting certificates for HTTPS connections

1. In FortiAnalyzer, go to *System Settings > Admin > Admin Settings*.
2. In the *HTTPS & Web Service Certificate* box, select the certificate to use for HTTPS connections, and click *Apply*.

## Summary of where to add certificates

The following table summarizes where to add certificates to support communication with the FortiClient Web Filter extension and FortiAnalyzer.

| Scenario   | Certificate and CA                   | Where to add certificates  |
|--|--------------------------------------|--|
| Allow the FortiClient Chromebook Web Filter extension to trust EMS | Public SSL certificate               | <ul style="list-style-type: none"> <li>• Add SSL certificate to FortiClient EMS.</li> </ul>  |
|  | SSL certificate not from a common CA | <ul style="list-style-type: none"> <li>• Add SSL certificate to FortiClient EMS.</li> <li>• Add your certificate's root CA to the Google Admin console.</li> </ul> |

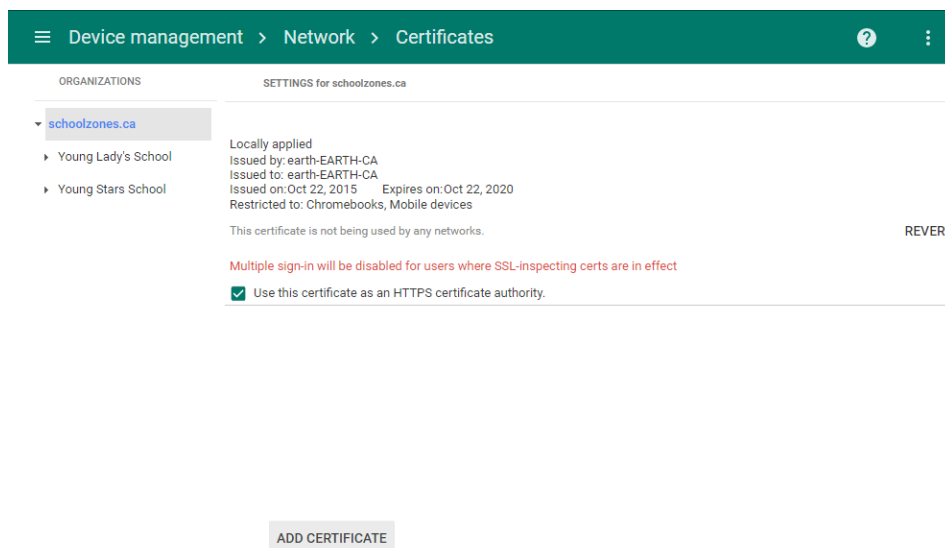
| Scenario   | Certificate and CA                   | Where to add certificates  |
|--|--------------------------------------|--|
| Allow the FortiClient Chromebook Web Filter extension to trust FortiAnalyzer for logging | Public SSL certificate               | <ul style="list-style-type: none"> <li>Add SSL certificate to FortiAnalyzer.</li> </ul>  |
|  | SSL certificate not from a common CA | <ul style="list-style-type: none"> <li>Add SSL certificate to FortiAnalyzer.</li> <li>Add your certificate's root CA to the Google Admin console.</li> </ul> |

## Uploading root certificates to the Google Admin console

1. In the Google Admin console, go to *Device Management > Network > Certificates (root certificate) (root certificate)*.
2. Add the root certificate.
3. Select the *Use this certificate as an HTTPS certificate authority* checkbox.



Do not forget to select the *Use this certificate as an HTTPS certificate authority* checkbox.



## Disabling access to Chrome developer tools

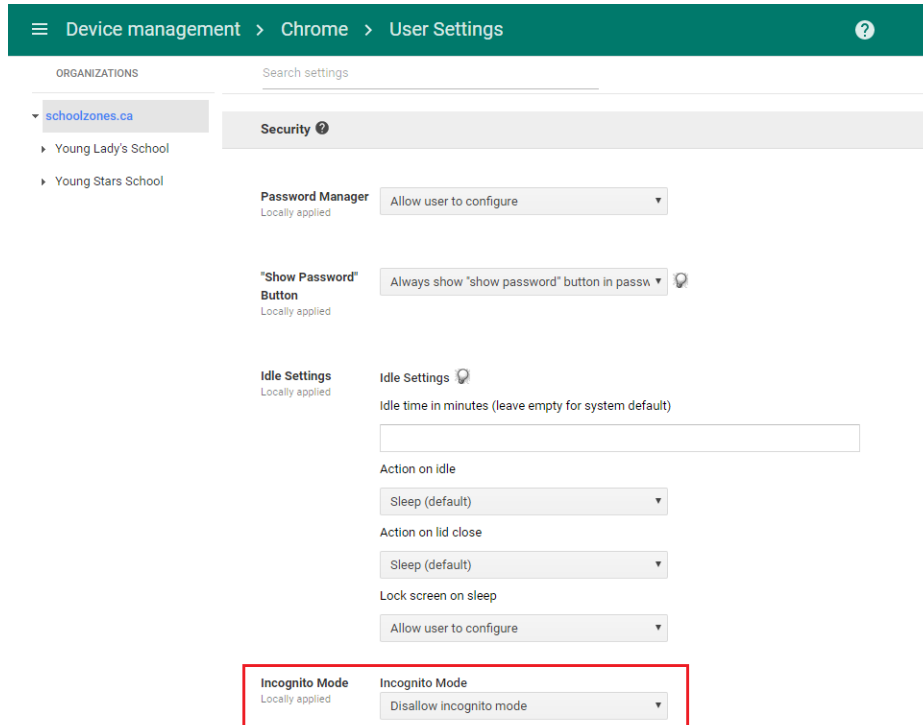
It is recommended to disable access to Chrome developer tools. This blocks users from disabling the FortiClient Web Filter extension.

1. In the Google Admin console, go to *Device management > Chrome Management > User Settings*.
2. For the *Developer Tools* option, select *Never allow use of built-in developer tools*.

## Disallowing incognito mode

When users browse in incognito mode, extensions are bypassed. Incognito mode should be disallowed for managed Google domains.

1. In the Google Admin console, go to *Device management > Chrome management > User settings*.
2. From the left panel, select the organization.
3. In the *Security* section, set *Incognito Mode* to *Disallow incognito mode*.



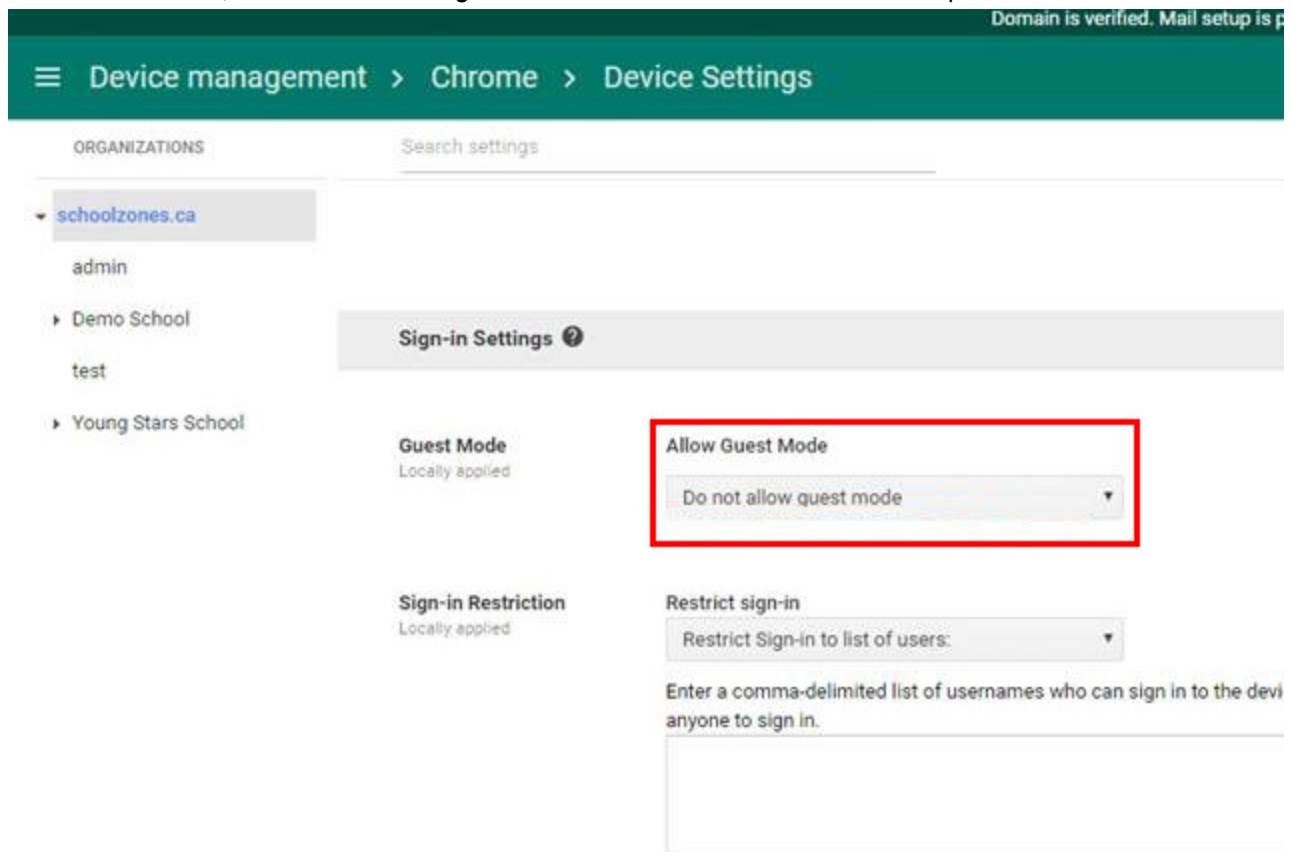
4. Click **Save**.

## Disallowing guest mode

Guest mode should be disallowed for managed Google domains.

1. In the Google Admin console, go to *Device management > Chrome management > Device settings > Sign-in settings*.
2. From the left panel, select the organization.

- Under *Guest Mode*, select *Do not allow guest mode* from the *Allow Guest Mode* dropdown list.

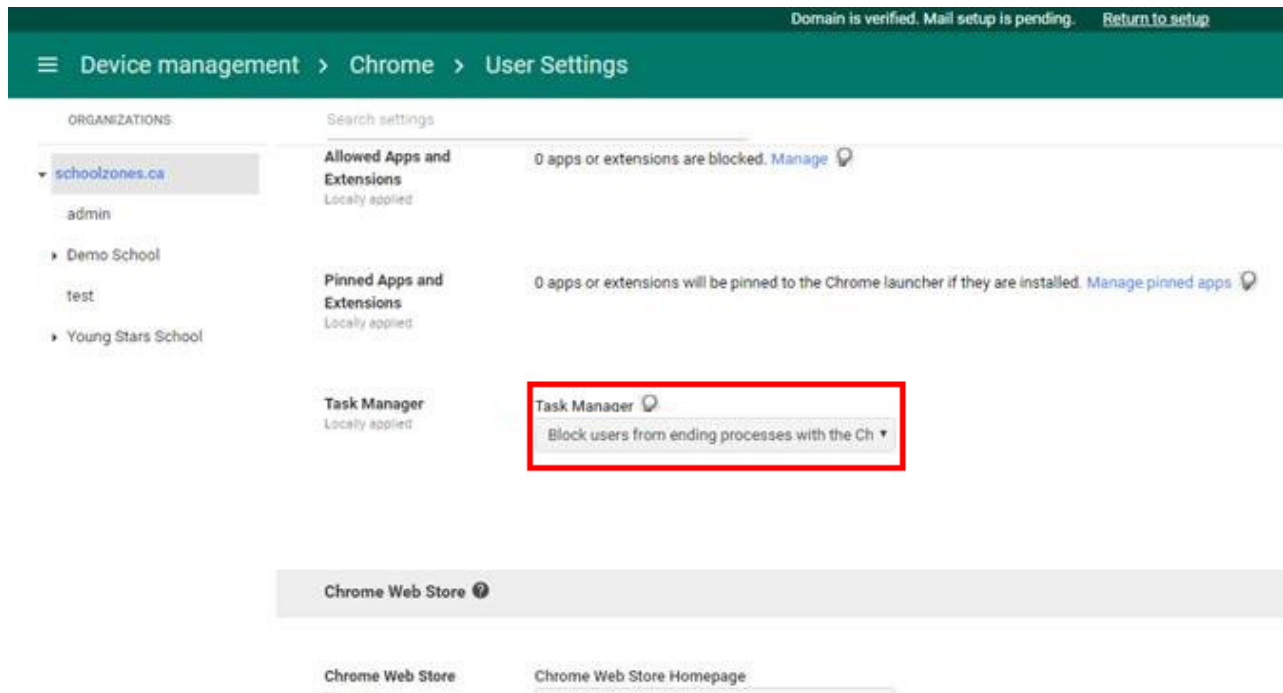


- Click **Save**.

## Blocking Task Manager

Task Manager should be blocked for managed Google domains.

- In the Google Admin console, go to *Device Management > Chrome Management > User settings > Apps and Extensions*.
- From the left panel, select the organization.
- Under *Task Manager* select *Block users from ending processes with the Chrome Task Manager* from the dropdown list.

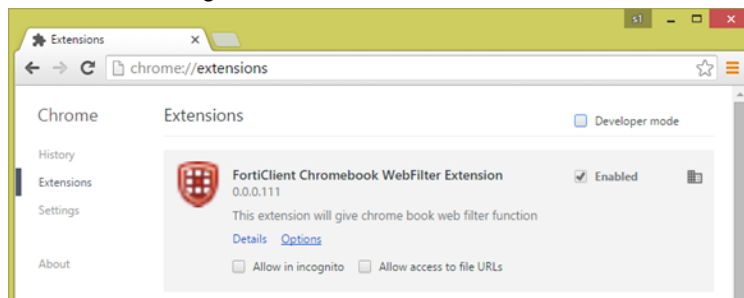


4. Click Save.

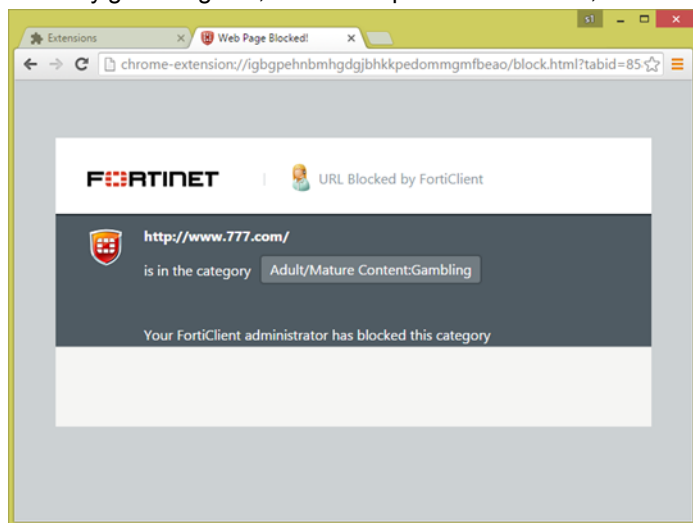
## Verifying the FortiClient Web Filter extension

After you add the Google domain to FortiClient EMS, the Google Admin console automatically pushes the FortiClient Web Filter extension to the Chromebooks when users log into the Google domain. You can verify the feature has become available on the Chromebooks.

1. Open the Google Chrome browser.
2. Enter the following in the address bar: *chrome://extensions*



3. Visit any gambling site, such as <http://www.777.com>, and confirm the site is blocked.



## Service account credentials

FortiClient EMS requires service account credentials generated by the Google Developer console. You can use the default service account credentials provided with FortiClient EMS or generate and use unique service account credentials, which is more secure.



The service account credentials must be the same in FortiClient EMS and the Google Admin console.

This section describes how to configure default and unique service account credentials. See the following sections.

## Configuring default service account credentials

FortiClient EMS includes the following default service account credentials generated by the Google Developer console:

| Option                      | Default setting  | Where used           |
|-----------------------------|--|----------------------|
| Client ID                   | 102515977741391213738  | Google Admin console |
| Email address               | account-1@forticlientwebfilter.iam.gserviceaccount.com           | FortiClient EMS      |
| Service account certificate | A certificate in .pem format for the service account credentials | FortiClient EMS      |



The service account credentials are a set. If you change one credential, you must change the other two credentials.



## Adding the default service account client ID to the Google Admin console

To configure the default service account credentials, you must add the client ID's default value to the Google Admin console. No other configuration for service account credentials is required. See [Adding service account credentials to the Google Admin console on page 60](#).

## Configuring unique service account credentials

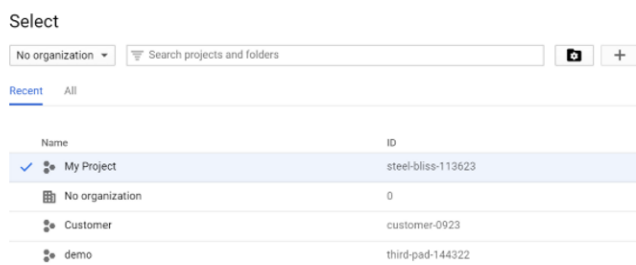
When using unique service account credentials for improved security, you must complete the following steps to add the unique service account credentials to the Google Admin console and FortiClient EMS:

1. Create unique service account credentials using the Google Developer console. See [Creating unique service account credentials on page 57](#).
2. Add the unique service account credentials to the Google Admin console. See [Adding service account credentials to the Google Admin console on page 60](#).
3. Add the unique service account credentials to FortiClient EMS. See [Adding service account credentials to EMS on page 61](#).

## Creating unique service account credentials

Creating a unique set of service account credentials provides more security. Unique service account credentials include the following:

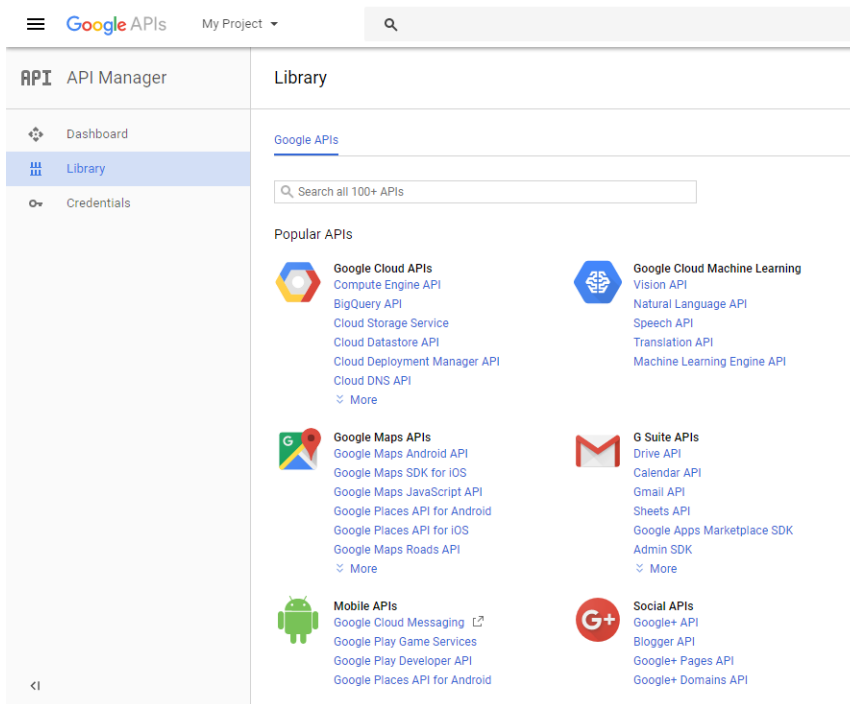
- Client ID (a long number)
  - Service account ID (email address)
  - Service account certificate (a certificate in .pem format)
1. Go to [Google Cloud Platform](#).
  2. Log in with your G Suite account credentials.
  3. Create a new project:
    - a. Click the toolbar list. The browser displays the following dialog.



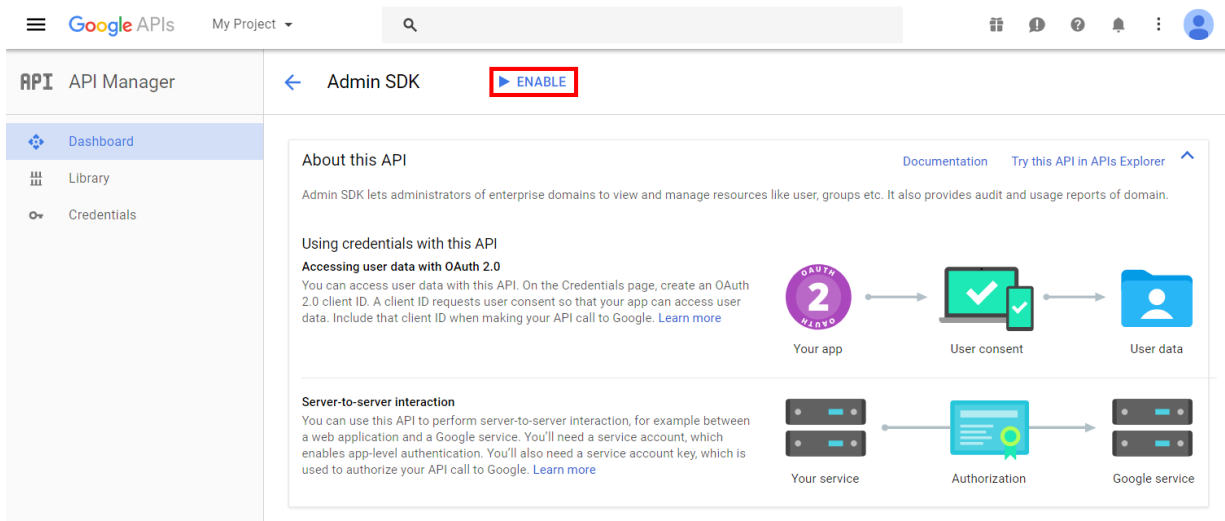
- b. Select your organization, if you see an organization dropdown list.
- c. Click the + button.
- d. In the *Project name* field, enter your project name, then click *Create*.

#### 4. Enable the Admin SDK:

- Select your project from the toolbar list, then go to the *Library* tab.
- Under *G Suite APIs*, click *Admin SDK*.



#### c. Click *ENABLE*.



#### 5. Create a service account:

- Go to the *Credentials* tab and select *Create Credentials > Service account key*.
- From the *Service account* list, select *New Service Account*. Enter a service account name.
- From the *Role* list, select *Project > Viewer*.

- d. Select *P12* as the *Key type* and click *Create*.

After you create the service account, a private key with the *P12* extension is saved on your computer.



The private key with the *P12* extension is the only copy you will receive. Keep it in a safe place. You should also remember the password prompted on the screen. At this time, that password should be **notasecret**.

#### Service account and key created

New service account **test** has been created.

The account's private key **My Project 2-ac6fe25ed1ac.p12** has been saved on your computer. This is the only copy of the key, so store it securely.

This is the private key's password. It will not be shown again. You must present this password to use the private key. [Learn more](#)

notasecret

[CLOSE](#)

6. Go to the *Credentials* page > *Manage service accounts*.
7. *Edit* the service account you just created and select the *Enable Google Apps Domain-Wide Delegation* checkbox. Enter a *Product name for the consent screen* if this field appears.

## Edit service account

Service account name ?

test

☒ Enable G Suite Domain-wide Delegation

Allows this service account to be authorized to access all users' data on a G Suite domain without manual authorization on their part. [Learn more](#)

**i** To change settings for G Suite domain, product name for the OAuth consent screen must be configured. Assign the product name below or configure the OAuth consent screen.

Product name for the consent screen

Product name

[CANCEL](#) [SAVE](#) [CONFIGURE CONSENT SCREEN](#)

8. Click **Save**.
9. Click **View Client ID** to see your service account information. Record the client ID, service account, and the associated private key (downloaded in step 5d).

The screenshot shows the Google APIs console interface. On the left is a sidebar with 'API Manager' and a menu with 'Dashboard', 'Library', and 'Credentials'. The main area is titled 'Client ID for Service account client' and includes a 'DOWNLOAD JSON' button and a 'DELETE' button. A message states: 'Service account clients are created when domain-wide delegation is enabled on a service account.' Below this, the following information is displayed:

- Client ID:** 115703365324425320868
- Service account:** test-410@voltaic-facet-170220.iam.gserviceaccount.com
- Creation date:** Jun 12, 2017, 1:58:28 PM
- Name:** Client for test-410

At the bottom are 'Save' and 'Cancel' buttons.



To use the private key in EMS, it needs to be converted to .pem format. You can use the following openssl command to convert it. Remember to use the notasecret password.

```
C:\OpenSSL-Win64\bin>openssl pkcs12 -in demo-976b9d6e9328.p12 -out
serviceAccount-demo.pem -nodes -nocerts
```

Enter Import Password:

## Adding service account credentials to the Google Admin console

This section describes how to add the client ID from the service account credentials to the Google Admin console. These settings allow Google to trust FortiClient EMS, which enables FortiClient EMS to retrieve information from the Google domain.

1. In the Google Admin console, go to **Security > Advanced settings > (you may need to click "show more" to see this) > Manage API client access**.

2. Set the following options:
  - a. For the *Client Name* option, add the client ID from the service account credentials.
  - b. For the *API Scopes* option, add the following string:  
`https://www.googleapis.com/auth/admin.directory.orgunit.readonly,https://www.googleapis.com/auth/admin.directory.user.readonly`



The API scopes are case-sensitive and must be lowercase. You may need to copy the string into a text editor and remove spaces created by words wrapping to the second line in the PDF.

3. Click *Authorize*.

## Adding service account credentials to EMS

The section describes how to add the service account ID and service account certificate from the service account credentials to FortiClient EMS.

1. In FortiClient EMS, go to *System Settings > EMS for Chromebook*.



The default service account credentials display. Overwrite the default settings with the unique set of service account credentials received from Fortinet.

2. The *Service account* field shows the configured email address provided for the service account credentials. Click the *Update service account* button and configure the following information:

|             |   |
|-------------|---|
| ID          | Enter a new email address for the service account credentials.                                |
| Private key | Click <i>Browse</i> and select the certificate provided with the service account credentials. |

3. Click *Save*.
4. Update the client ID in the Google Admin console.



The service account credentials are a set. If you change one credential, you must change the other two credentials.

# GUI

The FortiClient EMS GUI consists of the following areas:

- [Banner on page 62](#)
- [Left pane on page 63](#)
- [Content pane on page 65](#)

## Banner

| Option               |                         | Description  |
|----------------------|-------------------------|--|
| Download icon        |                         | Displays if a new version of FortiClient EMS is available on FDS.  |
| Help icon            |                         |  |
|                      | Getting Started         | Provides access to links to the FortiClient EMS <i>Release Notes</i> and other resources.  |
|                      | Technical Documentation | Link to the FortiClient EMS documentation.   |
|                      | How-To Videos           | Link to the Fortinet Video Library website.  |
|                      | Forums                  | Link to Fortinet Customer Service and Support forum.   |
|                      | Product Videos          | Links to the following FortiClient EMS videos: <ul style="list-style-type: none"><li>• Introduction to FortiClient EMS: introductory video for FortiClient EMS, which gives an overview of features, modes, and system requirements for FortiClient EMS 1.0.</li><li>• How to License FortiClient EMS: shows how to license or renew FortiClient EMS 1.0 with more endpoints.</li><li>• Adding a Domain to FortiClient EMS: shows how to add an Active Directory domain to FortiClient EMS</li></ul> |
|                      | Create Support Package  | Create a support package to provide to the Fortinet technical support team for troubleshooting.  |
|                      | FortiGuard              | View list of engine and signature versions for this version of FortiClient EMS.  |
| Bell icon            |                         | Click the bell icon to display all alert logs.   |
| <Logged in username> |                         | Click the dropdown list beside the <logged in username> to log out of FortiClient EMS.   |

## Left pane

The left navigation pane is used to display content in the right content pane.

| Option                | Description  |
|-----------------------|--|
| Dashboard             |  |
| FortiClient Status    | Displays a dashboard of information about all managed endpoints.   |
| Vulnerability Scan    | Displays the Current Vulnerabilities Summary chart that provides a centralized vulnerability summary for all managed endpoints. You can observe high-risk hosts and critical vulnerabilities existing on endpoints. You can also access links on how to fix or repair the vulnerabilities. |
| Chromebook Status     | Displays a dashboard of information about all managed Chromebooks. Only available if the <i>EMS for Chromebooks Settings</i> option is enabled in <i>System Settings &gt; Server</i> .   |
| Endpoints             |  |
| All Endpoints         | Manage all endpoints.  |
| Manage Domains        | Add and manage AD domains.   |
| Domains               | Manage endpoints from AD domains. You can also add an AD domain if none exist.   |
| Workgroups            | Manage endpoints from workgroups.  |
| Google Domains        | Only available if the <i>EMS for Chromebooks Settings</i> option is enabled in <i>System Settings &gt; Server</i> .  |
| All Users             | Manage all users from Google domains.  |
| Manage Domains        | Add and manage Google domains.   |
| Domains               | Manage users from Google domains. You can also add a Google domain if none exist.  |
| Quarantine Management |  |
| Files                 | View and whitelist files quarantined on endpoints by Sandbox Detection or Antivirus Protection.  |
| Whitelist             | View and delete whitelisted files from the <i>Whitelist</i> pane.  |
| Software Inventory    |  |
| Applications          | View applications installed on endpoints. Display applications by application or application vendor name.  |
| Hosts                 | View applications installed on endpoints, sorted by endpoint.  |
| Endpoint Profiles     |  |

| Option              |                                 | Description  |
|---------------------|---------------------------------|--|
|                     | Manage Profiles                 | Create and assign profiles and manage profile updates for all profiles.  |
|                     | Local Profiles                  | Create and assign profiles and manage profile updates for local Windows, macOS, and Linux profiles.  |
|                     | Local Chromebook Profiles       | Create and assign profiles and manage profile updates for local Chromebook profiles. Only available if the <i>EMS for Chromebooks Settings</i> option is enabled in <i>System Settings &gt; Server</i> . |
| Endpoint Components |                                 |  |
|                     | Manage Installers               | Add and manage FortiClient installers.   |
|                     | Manage FortiSandboxes           | Add and manage FortiSandbox units.   |
|                     | Manage CA Certificates          | Import CA certificates into FortiClient EMS.   |
| Gateway Lists       |                                 | Create and assign gateway lists and manage list updates.   |
| Administration      |                                 |  |
|                     | Administrators                  | Add and manage EMS administrators.   |
|                     | User Server                     | Configure an AD domain as the user server. This is used to authenticate EMS administrators.  |
|                     | User Settings                   | Configure the inactivity timeout.  |
|                     | Group Assignment Rules          | Configure rules to automatically place endpoints into custom groups based on their tag or IP address.  |
|                     | Back up Database                | Back up the FortiClient EMS database.  |
|                     | Restore Database                | Restore the FortiClient EMS database.  |
|                     | Upgrade License                 | Upgrade or renew the FortiClient EMS license.  |
|                     | Upgrade License for Chromebooks | Upgrade or renew the FortiClient EMS for Chromebooks license. Only available if the <i>EMS for Chromebooks Settings</i> option is enabled in <i>System Settings &gt; Server</i> .                        |
|                     | Logs                            | View log messages generated by FortiClient EMS and download raw logs.  |
| System Settings     |                                 |  |
|                     | Server                          | Change the IP address and port and configure other server settings for FortiClient EMS.  |



| Option          | Description   |
|-----------------|---|
| Logs            | Specify what level of log messages to capture in FortiClient EMS logs and when to automatically delete logs and alerts. |
| FortiGuard      | Configure FortiManager to use as override for FortiGuard updates.   |
| Endpoints       | Configure endpoint settings.  |
| Login Banner    | Enable the pre-login banner to display a message to a user logging into FortiClient EMS.                                |
| EMS Alerts      | Enable alerts for FortiClient EMS events.   |
| Endpoint Alerts | Enable alerts for endpoint events.  |
| SMTP Server     | Set up an SMTP server to enable email alerts.   |
| Custom Messages | Customize the message that displays on an endpoint when it has been quarantined by FortiClient EMS                      |

## Content pane

The right content pane displays the user interface controls that correspond to the selection made in the left pane. The status and menu icons in the top-right display controls what you can use to configure additional settings for user management and each individual endpoint.

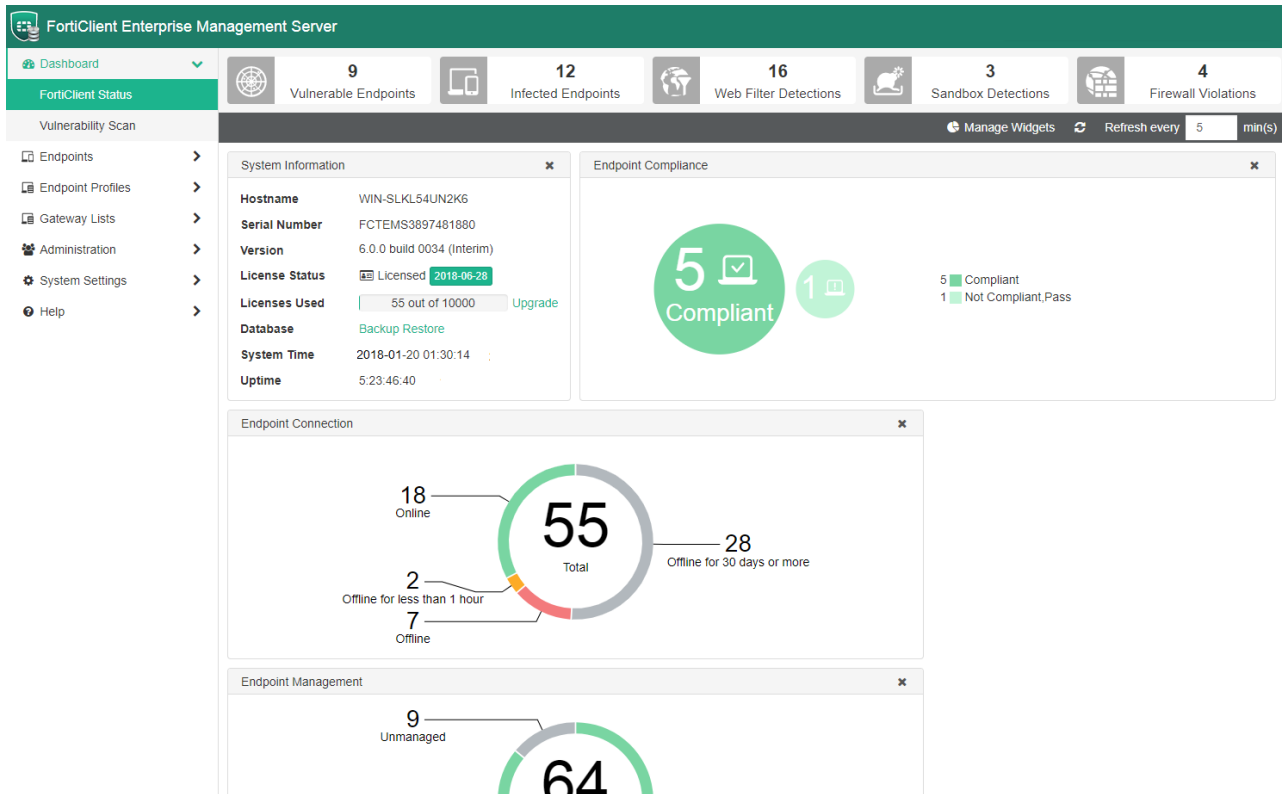
# Dashboard

You can use the Dashboard to view summary information about the system and endpoints. You can view summary information about vulnerability scans on endpoints.

## Viewing the FortiClient Status

1. In the left pane, click *Dashboard > FortiClient Status*.

A *System Information* widget and charts and widgets of summary information display. See [System Information widget on page 67](#) and [FortiClient Status charts and widgets on page 67](#).



2. Click an event summary.  
The list of endpoints for the summary displays.
3. Click the *Back* button to return to the *FortiClient Status* pane.
4. Click a pie chart.  
The *Endpoints* content pane displays with more details about the endpoints related to the pie charts. See also [Viewing the Endpoints content pane on page 80](#).

## System Information widget

The following information displays in the *System Information* widget:

| Option         | Description  |
|----------------|--|
| Hostname       | Name of the computer on which FortiClient EMS is installed.  |
| Serial Number  | Serial number for FortiClient EMS.   |
| Version        | Version number for FortiClient EMS. Also displays the build number. If the current build is an interim build, also displays ( <i>Interim</i> ) beside the build number.  |
| License Status | Status of the license for FortiClient EMS. Also displays a button for activating, upgrading, or renewing a license, depending on the license status.<br><br>If you have just installed EMS, click <i>Activate</i> to upload your license file. If you have a non-expired license, but want to upgrade your license, click the <i>Upgrade</i> button to upgrade your license file. If your current license is expiring, the <i>Renew</i> button is enabled for you to upload your new license file. See <a href="#">License status on page 41</a> . |
| Licenses Used  | Number of licenses used out of the total number of available licenses.   |
| Database       | Options to back up and restore the database. Click <i>Backup</i> to back up the database. Click <i>Restore</i> to restore a backed up database.  |
| System Time    | Time and date used by the computer on which FortiClient EMS is installed.  |
| Uptime         | Number of days, hours, minutes, and seconds FortiClient EMS has been running.  |

## FortiClient Status charts and widgets

FortiClient Status displays a number of pie charts. Each pie chart provides a summary of endpoint information. The sections in each chart are links. You can click any section of the pie charts or any row in the table to display more details.

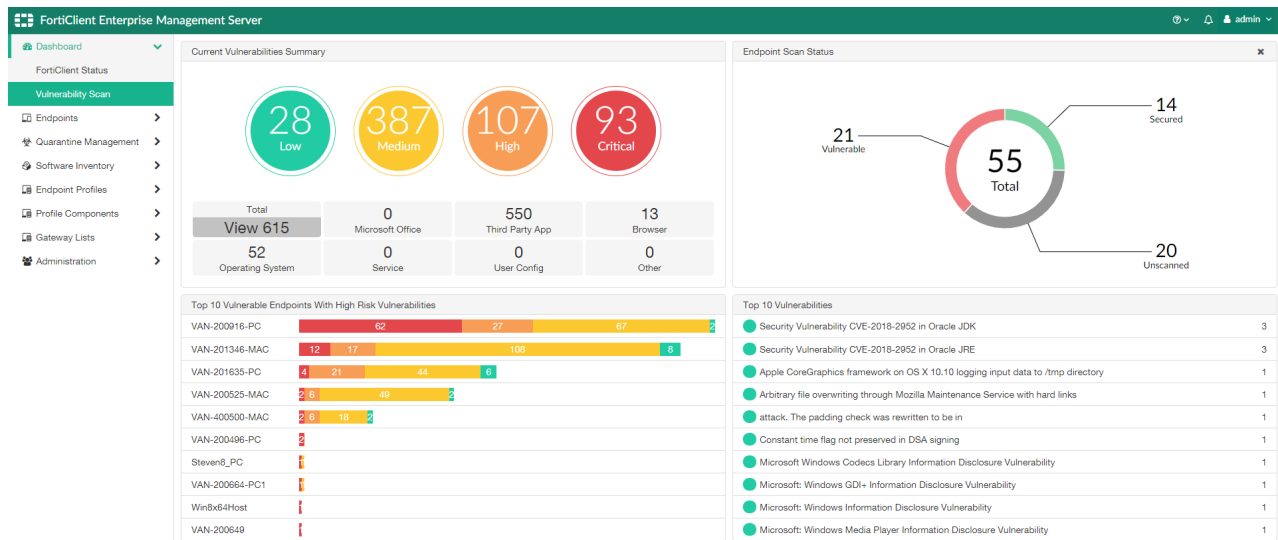
| Option                 | Description   |
|------------------------|---|
| <b>Endpoint Charts</b> |   |
| Endpoint Activity      | Shows a summary of endpoint activity information. Categories are: <ul style="list-style-type: none"> <li>FortiGate On-net</li> <li>FortiGate Off-net</li> <li>FortiGate Offline</li> <li>FortiGate Not Registered</li> <li>EMS On-net</li> <li>EMS Off-net</li> </ul> |
| Endpoint Alerts        | Shows the number of endpoints with alerts, including pending software updates, out-of-date protection, and out-of-sync profiles.  |
| Endpoint Compliance    | Shows the number of endpoints that are: <ul style="list-style-type: none"> <li>Compliant</li> </ul>   |

| Option                               | Description  |
|--------------------------------------|--|
|                                      | <ul style="list-style-type: none"> <li>• Not Compliant, Pass</li> <li>• Not Compliant, Blocked</li> <li>• Not Compliant, Warning</li> </ul>  |
| Endpoint Connection                  | <p>Shows the number of endpoints that are:</p> <ul style="list-style-type: none"> <li>• Online</li> <li>• Offline for less than one hour</li> <li>• Offline</li> <li>• Offline for 30 days or more</li> </ul>  |
| Managed Mac FortiClient Versions     | <p>This chart indicates the percentage of macOS endpoints with each version of FortiClient installed. Sorting by version lists FortiClient versions from most recent to least recent. For example, FortiClient 6.0.0 is listed first, then FortiClient 5.6.6, FortiClient 5.6.5, and so on.</p> <p>Sorting by count lists FortiClient versions from the version with the largest number of endpoints to the version with the smallest number of endpoints. For example, if there are 600 endpoints with FortiClient 5.6.6 installed and 40 endpoints with FortiClient 6.0.0 installed, FortiClient 5.6.6 is listed first.</p>  |
| Managed Windows FortiClient Versions | <p>This chart indicates the percentage of Windows endpoints with each version of FortiClient installed. You can sort the data by version or count.</p> <p>Sorting by version lists FortiClient versions from most recent to least recent. For example, FortiClient 6.0.0 is listed first, then FortiClient 5.6.6, FortiClient 5.6.5, and so on.</p> <p>Sorting by count lists FortiClient versions from the version with the largest number of endpoints to the version with the smallest number of endpoints. For example, if there are 600 endpoints with FortiClient 5.6.6 installed and 40 endpoints with FortiClient 6.0.0 installed, FortiClient 5.6.6 is listed first.</p>          |
| Managed Linux FortiClient Versions   | <p>This chart indicates the percentage of Linux endpoints with each version of FortiClient installed. You can sort the data by version or count.</p>   |
| Endpoint Management                  | <p>This chart indicates how many endpoints are disconnected and connected.</p>   |
| Mac Operating Systems                | <p>This chart indicates the number of endpoints running each version of the macOS operating system. You can sort the data by version or count.</p> <p>Sorting by version lists macOS versions from most recent to least recent. For example, macOS 10.13 High Sierra is listed first, then macOS 10.12 Sierra, OS X 10.11 El Capitan, and so on.</p> <p>Sorting by count lists FortiClient versions from the version with the largest number of endpoints to the version with the smallest number of endpoints. For example, if there are 600 endpoints with macOS 10.12 Sierra installed and 40 endpoints with macOS 10.13 High Sierra installed, macOS 10.12 Sierra is listed first.</p> |
| Windows Operating Systems            | <p>This chart indicates the number of endpoints running each version of the Windows operating system. You can sort the data by version or count.</p> <p>Sorting by version lists Windows versions from most recent to least recent. For example, Windows 10 is listed first, then Windows 8, Windows 7, and so on.</p>   |

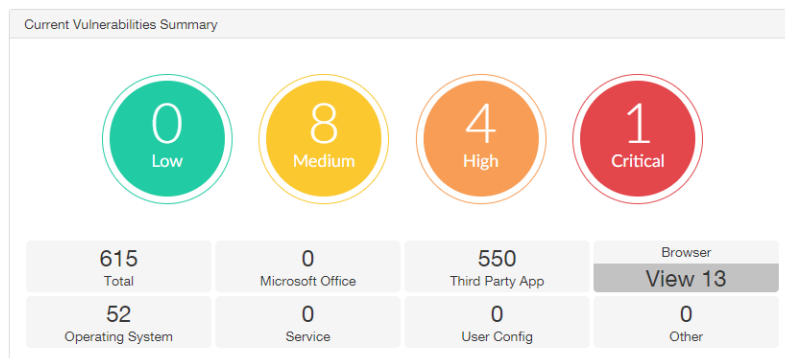
| Option                      | Description   |
|-----------------------------|---|
|                             | Sorting by count lists FortiClient versions from the version with the largest number of endpoints to the version with the smallest number of endpoints. For example, if there are 600 endpoints with Windows 7 installed and 40 endpoints with Windows 10 installed, Windows 7 is listed first.   |
| Linux Operating Systems     | <p>This chart indicates the number of endpoints running each version of the Linux operating system. You can sort the data by version or count.</p> <p>Sorting by version lists Linux versions from most recent to least recent. For example, Ubuntu 18.10 is listed first, then Ubuntu 17.10, Ubuntu 16.04, and so on.</p> <p>Sorting by count lists FortiClient versions from the version with the largest number of endpoints to the version with the smallest number of endpoints. For example, if there are 600 endpoints with Ubuntu 16.04 installed and 40 endpoints with Ubuntu 18.10 installed, Ubuntu 16.04 is listed first.</p> |
| Endpoint Telemetry & Fabric | This chart indicates how many endpoints are connected to each FortiGate. It also indicates the number of endpoints not participating in the Security Fabric.  |
| <b>Top 3 Lists</b>          |   |
| Antivirus Detection         | This chart indicates the top three endpoints with antivirus alerts, including the number of antivirus alerts for each endpoint.   |
| Sandbox Detection           | This chart indicates the top three endpoints with FortiSandbox alerts, including the number of FortiSandbox alerts for each endpoint.   |
| Vulnerability Detection     | This chart indicates the top three endpoints with antivirus alerts, including the number of vulnerabilities detected for each endpoint.   |
| Web Filter Detection        | This chart indicates the top three endpoints with web filter alerts, including the number of web filter alerts for each endpoint.   |

## Viewing the Vulnerability Scan dashboard

1. In the left pane, click *Dashboard > Vulnerability Scan*. Here you can view a variety of charts and widgets containing a summary of vulnerability scan information from endpoints.



- Click a pie chart to view details about the vulnerabilities. In the *Current Vulnerabilities Summary* chart, you can click a tile to view only vulnerabilities that correspond to the selected tile. For example, when you click the *Browser* tile, the colored circles change to show the number of Browser vulnerabilities at each severity level, compared to the Total vulnerabilities shown above.



- You can also click a section of the *Endpoint Scan Status* chart. The *Endpoints* pane then displays with information about the corresponding endpoints.
- In the *Top 10 Vulnerabilities* chart, you can click a vulnerability to be redirected the *FortiGuard Labs Threat Encyclopedia* where details about the vulnerability are available. For example, clicking the *Security Vulnerability CVE-2018-2952 in Oracle JDK* entry in the chart redirects you to FortiGuard as shown below.

The screenshot shows the FortiGuard Labs website. The header includes the Fortinet logo and navigation links: News / Research, Services, Threat Lookup, Resources, and a search bar. The breadcrumb trail reads: Home / Encyclopedia / Endpoint Vulnerability / Security Vulnerability CVE-2018-2952 in Oracle JDK. The main content area is titled 'Endpoint Vulnerability' and 'Security Vulnerability CVE-2018-2952 in Oracle JDK'. On the left, an 'At a glance' sidebar shows details for ID 50225, created and updated on Aug 22, 2018, with a severity of 4 (represented by 4 blue dots) and full coverage (represented by a green checkmark). The description section states: 'Supported versions that are affected are Java SE: 6u191, 7u181, 8u172 and 10.0.1; Java SE Embedded: 8u171;'.

## Vulnerability Scan charts and widgets

The *Vulnerability Scan* dashboard displays a number of pie charts. Each pie chart provides a summary of endpoint information. The sections in each chart are links. You can click any section of the pie charts or any row in the table to display more details.

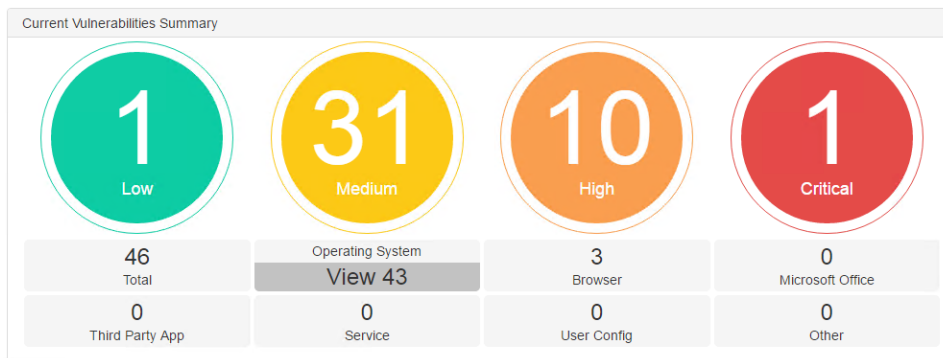
| Chart  | Description  |
|--|--|
| Current Vulnerabilities Summary                            | <p>Displays the following summaries of current vulnerabilities:</p> <ul style="list-style-type: none"> <li>• Total (total number of vulnerabilities)</li> <li>• Operating System (number of operating system vulnerabilities)</li> <li>• Browser (number of browser vulnerabilities)</li> <li>• Microsoft Office (number of Microsoft Office vulnerabilities)</li> <li>• Third Party App (number of third-party application vulnerabilities)</li> <li>• Service (number of service vulnerabilities)</li> <li>• User Config (number of user configuration vulnerabilities)</li> <li>• Other (number of other vulnerabilities that do not fit any of the above categories)</li> </ul> <p>When you click a vulnerability tile, the severity of vulnerabilities displays in the colored circles above.</p> |
| Endpoint Scan Status                                       | <p>Displays the following summaries about endpoints:</p> <ul style="list-style-type: none"> <li>• Vulnerable Endpoints</li> <li>• Un-Scanned Endpoints</li> <li>• Secured Endpoints</li> <li>• Scanning Endpoints</li> </ul>   |
| Top 10 Vulnerable Endpoints With High Risk Vulnerabilities | Displays the top ten vulnerable endpoints and the number of high risk vulnerabilities within that endpoint.  |
| Top 10 Vulnerabilities                                     | Displays the top ten vulnerabilities.  |



When you select an endpoint with vulnerability from any of the charts above, EMS displays the selected endpoint on the *Endpoints* pane, where you can proceed to patch any critical or high vulnerabilities. See . See [Patching vulnerabilities on endpoints on page 88](#).

## Viewing current vulnerabilities

1. Click a vulnerability tile.
2. The colored circles change and display the number of vulnerabilities and severities corresponding to the selected *Vulnerability Tile*.

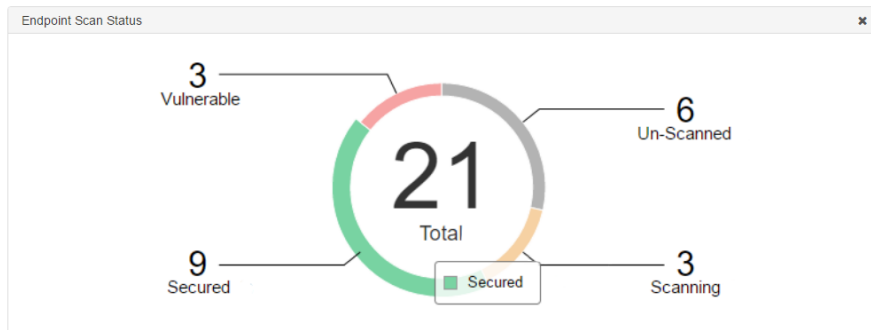


For example, click the *Operating System* tile, which has a total of 46 *Vulnerabilities*. The *Vulnerabilities* are organized by *Severity*:

- 1/62 is *Low Risk* (green circle)
- 31/62 are *Medium Risk* (yellow circle)
- 10/62 are *High Risk* (orange circle)
- 1/62 is *Critical Risk* (red circle)

## Viewing the Endpoint Scan Status

1. Click a section of the *Endpoint Scan Status* chart.  
The Endpoint content pane displays with information about the endpoints corresponding to the section.



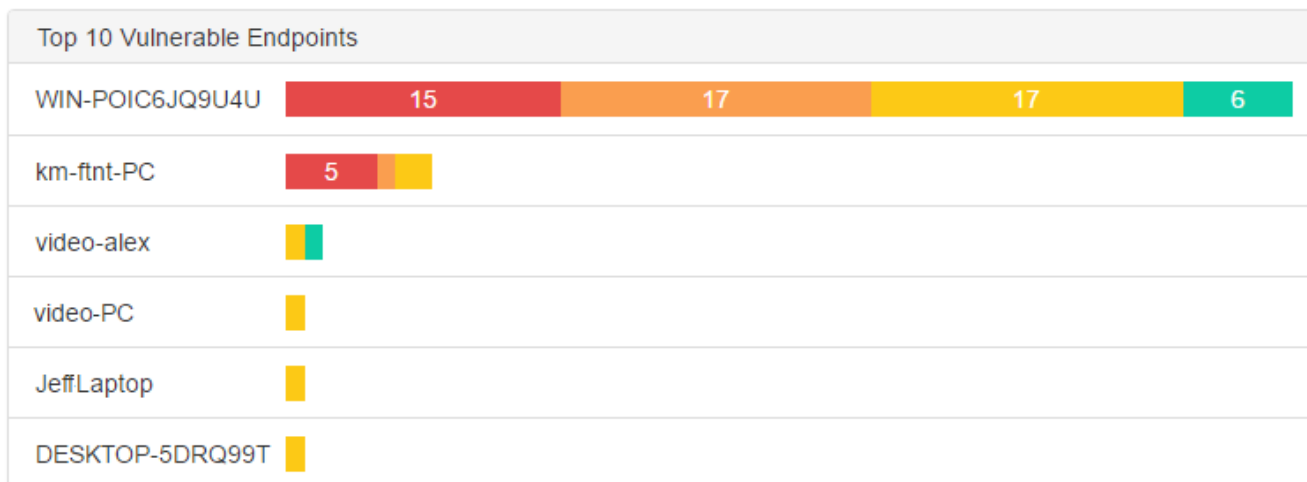
For example, click the *Secured Endpoints* section, which has a total of 21 *Endpoints*. The *Endpoints* are organized by type:



- 9/21 are *Secured* (green section)
- 3/21 are *Vulnerable* (red section)
- 6/21 are *Un-Scanned* (yellow section)
- 3/21 are *Scanning* (grey section)

## Viewing top ten vulnerabilities on endpoints

How to read the Top 10 Vulnerable Endpoints widget:













For example, the *Top 10 Vulnerable Endpoints* vulnerabilities displays. The *Vulnerabilities* are shown in a segmented bar graph and organized by severity:

*WIN-POIC6JQ9U4U* has the following:

- 15 *Critical Vulnerabilities* (red bar)
- 17 *High Risk Vulnerabilities* (orange bar)
- 17 *Medium Risk Vulnerabilities* (yellow bar)
- 6 *Low Risk Vulnerabilities* (green bar)

**How to read the Top 10 Vulnerabilities widget:**

| Top 10 Vulnerabilities   |  |        |
|--|--|--------|
|   | Cumulative Security Update for Internet Explorer                                       | 1 Host |
|   | Cumulative Security Update for Microsoft Edge  | 1 Host |
|   | Microsoft Security Bulletin MS16-120: Security Update for Microsoft Graphics Component | 1 Host |
|   | Security Update for Group Policy   | 1 Host |
|   | Security Update for Microsoft Graphics Component                                       | 1 Host |
|   | Security Update for Microsoft RPC  | 1 Host |
|   | Security Update for Microsoft Video Control  | 1 Host |
|   | Security Update for Microsoft Windows to Address Remote Code Execution                 | 1 Host |
|   | Security Update for Microsoft XML Core Services  | 1 Host |
|  | Security Update for Netlogon   | 1 Host |

The *Top 10 Vulnerabilities* widget displays the type of vulnerability and how many hosts have the vulnerability. For example, the *Cumulative Security Update for Internet Explorer Vulnerability* has one host affected.

When you click a vulnerability, you are redirected to the *FortiGuard Labs Threat Encyclopedia* where details about the vulnerability are available.

[Home](#) / 
 [Encyclopedia](#) / 
 [Endpoint Vulnerability](#) / 
 Security update available for Adobe AIR SDK

**At a glance:**

|              |   |
|--------------|---|
| ID           | 32082   |
| Created      | May 26, 2017  |
| Last Updated | May 26, 2017  |
| Severity     | <span style="color: blue;">●</span> <span style="color: green;">●</span> <span style="color: yellow;">●</span> <span style="color: orange;">●</span> <span style="color: red;">●</span> |
| Coverage     | FortiClient   |

## Endpoint Vulnerability

### Security update available for Adobe AIR SDK

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#### Description

Adobe has released a security update for Adobe AIR SDK & Compiler.This update adds support for secure transmission of runtime analytics for AIR applications on Android. Developers are encouraged to recompile captive runtime bundles after applying this update.

#### Affected Products

Adobe AIR SDK

#### Vendor

<https://helpx.adobe.com/content/help/en/security/products/air/apsb16-31.html>

#### References

[CVE-2016-6936](#)

## Viewing Chromebook Status

Chromebook Status displays a number of pie charts. Each pie chart provides a summary of Chromebook information. The sections in each chart are links. You can click any section of the pie charts or any row in the table to display more details. Chromebook Status is only available if *EMS for Chromebooks Settings* is selected in *System Settings > Server*.

| Option                        | Description   |
|-------------------------------|---|
| <b>User Charts</b>            |   |
| Active Users                  | This chart displays the active and inactive users.  |
| Managed Users                 | This chart displays the managed and unmanaged users.  |
| <b>Webfilter Charts</b>       |   |
| Top 10 Violations by Category | The chart displays the top ten web filter violations by category in the past few days. You can configure the number of days. Go to <i>System Settings &gt; Logs</i> . |

| Option                    | Description   |
|---------------------------|---|
| Top 10 Violations by User | The chart displays the top web filter violations by user in the past few days. You can configure the number of days. Go to <i>System Settings &gt; Logs</i> . |
| <b>Others</b>             |   |
| System Information        | This widget displays summary information for the system.  |

# Endpoint Management

FortiClient EMS needs to determine which devices to manage. For Windows, macOS, and Linux endpoints, device information can come from an Active Directory server, Windows workgroup, or manual FortiClient connection.

For Chromebooks, device information comes from the Google Admin console.

## Windows, macOS, and Linux endpoints

Device information can come from an Active Directory server, Windows workgroup, or manual FortiClient connection. You can create groups to organize endpoints.

### Creating groups

You can create groups to organize endpoints. You can also rename and delete groups.

#### To create groups:

1. Go to *Endpoints*.
2. Right-click a domain or workgroup and select *Create group*. The *Create group* dialog box displays.
3. In the *Required* box, enter a name for the group, and click *Confirm*.  
The group is created.

#### To rename groups:

1. Go to *Endpoints*.
2. Right-click the group, and select *Rename group*. The *Rename the group* dialog box displays.
3. In the *Required* box, enter the new name, and click *Confirm*.  
The group is renamed.

#### To delete groups:

1. Go to *Endpoints*.
2. Right-click the group, and select *Delete group*. A confirmation dialog box displays.
3. Click *Yes*.  
The group and any subgroups are deleted.

### Adding endpoints

You can add endpoints using an Active Directory service. Endpoints are also added when endpoint users manually connect FortiClient Telemetry to FortiClient EMS.

## Adding endpoints using an Active Directory domain server

Endpoints can be manually imported from an AD server. You can import and synchronize information about computer accounts with an LDAP or LDAPS service. You can add endpoints by identifying endpoints that are part of an AD domain server.



An instructional video on how to add a domain is available in the [Fortinet Video Library](#).



You can add the entire domain or an organizational unit (OU) from the domain.

1. Go to *Endpoints > Manage Domains > Add*. The *Domain* pane displays.

2. Configure the following options:

|                     |  |
|---------------------|--|
| IP address/Hostname | Enter the domain's IP address or hostname.   |
| Port                | Enter the port number.   |
| Distinguished name  | Enter the distinguished name (optional).   |
| Bind type           | Select the bind type: <i>Simple</i> , <i>Anonymous</i> , or <i>Regular</i> . When you select <i>Regular</i> , you must enter the <i>Username</i> and <i>Password</i> . |
| Username            | Available when <i>Bind Type</i> is set to <i>Regular</i> . Enter the username.   |
| Password            | Available when <i>Bind Type</i> is set to <i>Regular</i> . Enter the user password.  |
| Show Password       | Available when <i>Bind Type</i> is set to <i>Regular</i> . Turn on and off to show or hide the password.   |

|                  |  |
|------------------|--|
| LDAPS connection | Turn on to enable a secure connection protocol when <i>Bind Type</i> is set to <i>Regular</i> .        |
| Sync every       | Enter the sync schedule between FortiClient EMS and the domain in minutes. The default is ten minutes. |

3. Click *Test* to test the domain settings connection.
4. If the test is successful, select *Save* to save the new domain. If not, correct the information as required, then test the settings again.



After importing endpoints from an AD server, you can edit the endpoints. These changes are not synced back to the AD server.

## Connecting manually from FortiClient

Endpoint users can manually connect FortiClient Telemetry to FortiClient EMS by specifying the IP address for FortiClient EMS in FortiClient. This process is sometimes called registering FortiClient to FortiClient EMS.

1. In FortiClient Console on the endpoint, go to the *Compliance & Telemetry* tab.
2. In the *FortiGate or EMS IP* box, enter the EMS IP address, and click *Connect*.  
FortiClient connects to FortiClient EMS.

For information about FortiClient, see the [FortiClient Administration Guide](#).



The FortiClient Telemetry gateway port may be appended to the gateway list address on FortiClient and separated by a colon. When the port is not provided, FortiClient attempts to connect to the IP address given using the default port. The default connection port in FortiClient 5.2 is 8010 and in FortiClient 5.4 and 6.0 is 8013. By default, FortiClient EMS listens for connection on port 8013.



It is considered best practice to add endpoints using the method in [Adding endpoints using an Active Directory domain server on page 78](#). Connecting FortiClient to FortiClient EMS manually is only recommended for troubleshooting purposes.

## Viewing endpoints

After you add endpoints to FortiClient EMS, you can view the list of endpoints in a domain or workgroup in the *Endpoints* pane. You can also view details about each endpoint in the *Client Details* pane and use filters to access endpoints with specific qualities.






- [Viewing the Endpoints content pane on page 80](#)
- [Using the quick status bar on page 83](#)
- [Viewing endpoint details on page 84](#)
- [Filtering the list of endpoints on page 84](#)
- [Using bookmarks to filter the list of endpoints on page 86](#)

## Viewing the Endpoints content pane

You can view information about endpoints on the *Endpoints* content pane.

1. Go to *Endpoints*, and select *All Endpoints*, a domain, or workgroup.

The list of endpoints in FortiClient EMS, a quick status bar, and a toolbar display in the content pane.

|    | 0    |  | 0              |  | 0      |  | 0 |  | 1 |
|---|------|---|----------------|---|--------|--|---|---|---|
| Not Installed   |      | Not Registered  |                | Out-Of-Sync   |        | Not Compliant  |   | Security Risk   |   |
| <div> <div> <div></div> <div>techdoc-fclient</div> </div> <div> <div></div> <div>Other Endpoints</div> </div> </div> <div> <div>qa</div> <div>172.17.60.166</div> <div>Profile TEST</div> <div>Managed by EMS</div> <div> <div>AV 0</div> <div>SB 0</div> <div>FW 0</div> <div>VUL 46</div> <div>WEB 0</div> <div>SYS 0</div> </div> </div> |      |   |                |   |        |  |   |   |   |
| Device  | User | IP  | Configurations | Connections   | Status | Events   |   |   |   |


|                           |  |
|---------------------------|--|
| Not Installed             | Number of endpoints that do not have FortiClient installed. Click to display the list of endpoints without FortiClient installed.  |
| Not Registered            | Number of endpoints not connected to FortiClient EMS or FortiGate. Click to display the list of disconnected endpoints.  |
| Out-Of-Sync               | Number of endpoints with an out-of-sync profile. Click to display the list of endpoints with out-of-sync profiles.   |
| Not Compliant             | Number of endpoints not compliant with the FortiGate compliance rules. Click to display the list of not compliant endpoints.   |
| Security Risk             | Number of endpoints that are a security risk. Click to display the list of endpoints.  |
| Checkbox                  | Click to select all endpoints displayed in the content pane.   |
| Show/Hide Heading         | Click to hide or display the following column headings: <i>Device</i> , <i>User</i> , <i>IP</i> , <i>Configurations</i> , <i>Connections</i> , <i>Status</i> , and <i>Events</i> .                       |
| Show/Hide Full Group Path | Click to hide or display the full path for the group that the endpoint belongs to.   |
| Refresh                   | Click to refresh the list of endpoints in the content pane.  |
| Search All Fields         | Enter a value and press <i>Enter</i> to search for the value in the list of endpoints.   |
| Filters                   | Click to display and hide filters you can use to filter the list of endpoints.   |
| Device                    | Visible when headings are displayed. Displays an icon to represent the operating system on the endpoint and the device name.   |
| User                      | Visible when headings are displayed. Displays the name of the user logged into the endpoint.   |
| IP                        | Visible when headings are displayed. Displays the endpoint's IP address.   |
| Configurations            | Visible when headings are displayed. Displays the name of the profile assigned to the endpoint and the profile's synchronization status.   |
| Connections               | Visible when headings are displayed. Displays whether the endpoint is connected to FortiClient EMS or FortiGate and the connection status of <i>Online</i> , <i>Offline</i> , or <i>Not Registered</i> . |



|        |  |
|--------|--|
| Status | Visible when headings are displayed. Displays one of the following compliance statuses for the endpoint. <ul style="list-style-type: none"> <li>• Compliant</li> <li>• Not compliant</li> <li>• Not participating in compliance</li> <li>• Quarantined</li> <li>• Excluded</li> <li>• Not registered</li> <li>• Not installed</li> </ul> |
| Events | Visible when headings are displayed. Displays FortiClient events for the endpoint.   |

2. Click an endpoint to display its details in the content pane.

The following dropdown lists display in the toolbar for the selected endpoint:

|  |  |
|--|--|
|  |  |
| Checkbox   | Click to select and deselect all endpoints in the content pane. You can then select or clear the checkbox for individual endpoints to fine-tune the list of selected endpoints.  |
| Scan   | Click to start a Vulnerability or AntiVirus scan on the selected endpoint.   |
| Patch  | Click to patch all critical and high vulnerabilities on the selected endpoint. Choose one of the following options: <ul style="list-style-type: none"> <li>• Selected Vulnerabilities on Selected Clients</li> <li>• Selected Vulnerabilities on All Affected Clients</li> <li>• All Critical and High Vulnerabilities</li> </ul>  |
| Action   | Click to perform one of the following actions on the selected endpoint: <ul style="list-style-type: none"> <li>• Upload FortiClient Logs</li> <li>• Request Diagnostic Results</li> <li>• Update Signatures</li> <li>• Re-register</li> <li>• De-register</li> <li>• Register</li> <li>• Quarantine</li> <li>• Un-quarantine</li> <li>• Exclude from Management</li> <li>• Mark as Uninstalled</li> <li>• Delete Device</li> </ul> |

The following tabs are available in the content pane toolbar when you select an endpoint, depending on which FortiClient features have been installed on the endpoint and enabled via the assigned profile:

|         |                  |                |                 |                      |                   |               |
|---------|------------------|----------------|-----------------|----------------------|-------------------|---------------|
| Summary | Antivirus Events | Sandbox Events | Firewall Events | Vulnerability Events | Web Filter Events | System Events |
|---------|------------------|----------------|-----------------|----------------------|-------------------|---------------|

| Summary          |  |
|------------------|--|
| <user name>      | Displays the name of the user logged into the selected endpoint. Also displays the user's avatar, email address, and phone number if these are provided to FortiClient on the endpoint. If the user's LinkedIn, Google, Salesforce, or other cloud app account is linked in FortiClient, the username from the cloud application displays.   |
| Device           | Displays the selected endpoint's device name.  |
| OS               | Displays the selected endpoint's operating system and version number.  |
| IP               | Displays the selected endpoint's IP address.   |
| MAC              | Displays the selected endpoint's MAC address.  |
| Last Seen        | Displays the last date and time that FortiClient sent a keep-alive message to EMS. This information is useful if FortiClient is offline because it indicates when the last keep-alive message occurred.  |
| Location         | Displays whether the selected endpoint is on-net or off-net.   |
| Connection       | Displays when the selected endpoint is connected to FortiClient EMS or FortiGate. Also displays the connection status.   |
| Configuration    | Displays the following information for the selected endpoint: <ul style="list-style-type: none"> <li>• Profile: Name of the profile assigned to the selected endpoint</li> <li>• Installer: Name of the FortiClient installer used for the selected endpoint. Displays <i>Not Assigned</i> if no FortiClient installer has been assigned to the selected endpoint.</li> <li>• Gateway List: Name of the gateway list used for the selected endpoint. Displays <i>Not Assigned</i> if no gateway list has been assigned to the selected endpoint.</li> <li>• FortiClient Version: FortiClient version installed on the selected endpoint.</li> <li>• FortiClient Serial Number: Serial number for the selected endpoint's FortiClient license.</li> </ul> |
| Compliance       | Displays if the endpoint is compliant. If the endpoint is not compliant, displays the features for which FortiClient is not compliant.   |
| Features         | Displays which features are enabled for FortiClient.   |
| Antivirus Events |  |
| Date/Time        | Displays the antivirus event's date and time.  |
| Message          | Displays the antivirus event's message.  |
| Sandbox Events   |  |
| Date/Time        | Displays the sandbox event's date and time.  |
| Message          | Displays the sandbox event's message.  |
| Firewall Events  |  |

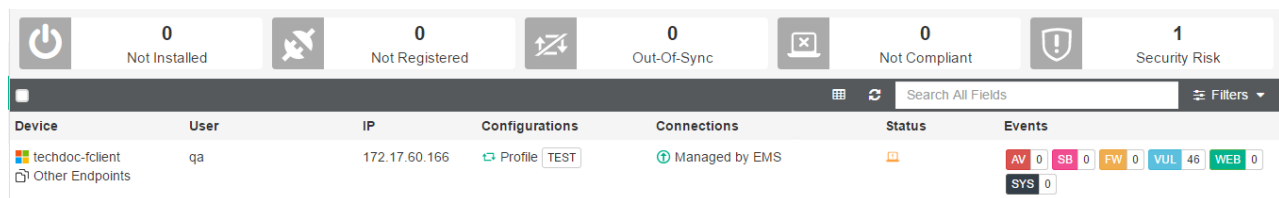
|                      |  |
|----------------------|--|
| Date/Time            | Displays the firewall event's date and time.   |
| Message              | Displays the firewall event's message.   |
| Vulnerability Events |  |
| Vulnerability        | Displays the vulnerability's name. For example, <i>Security update available for Adobe Reader</i> .  |
| Category             | Displays the vulnerability's category. For example, <i>Third Party App</i> .   |
| Application          | Displays the name of the application with the vulnerability.   |
| Severity             | Displays the vulnerability's severity.   |
| FortiGuard ID        | Displays the FortiGuard ID number. If you click the FortiGuard ID number, it redirects you to <a href="#">FortiGuard</a> where further information is provided if available. |
| Bulletin             | Displays a link to a bulletin about the software vulnerability.  |
| Web Filter Events    |  |
| Date/Time            | Displays the web filter event's date and time.   |
| Message              | Displays the web filter event's message.   |
| System Events        |  |
| Date/Time            | Displays the system event's date and time.   |
| Message              | Displays the system event's message.   |

## Using the quick status bar

You can use the quick status bar to quickly display filtered lists of endpoints on the *Endpoints* content pane.

1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup.

The list of endpoints and quick status bar display.



3. Click one of the following buttons in the quick status bar:
  - Not Installed
  - Not Registered
  - Out-Of-Sync
  - Not Compliant
  - Security Risk

The list of affected endpoints displays.

4. Click an endpoint to display its details.

5. In the *Events* column, click the *AV <number>*, *SB <number>*, *FW <number>*, *VUL<number>*, *WEB <number>* and *SYS<number>* buttons to display the associated tab of details for the selected endpoint.
6. Click the *Total* button to clear the filters.  
The unfiltered list of endpoints displays.

## Viewing endpoint details

You can view each endpoint's details on the *Endpoints* content pane. For a description of the options on the *Endpoints* content pane, see [Viewing the Endpoints content pane on page 80](#).

1. Go to *Endpoints*, and select *All Domains*, a domain, or workgroup.  
The list of endpoints for the selected domain or workgroup displays.
2. Click an endpoint to display details about it in the content pane.  
Details about the endpoint display in the content pane.

The screenshot displays the FortiClient EMS interface. At the top, there are status indicators: 0 Not Installed, 0 Not Registered, 0 Out-Of-Sync, 0 Not Compliant, and 1 Security Risk. Below this is a navigation bar with tabs for Scan, Patch, and Action. A search bar and a Filters dropdown are also present. The main table lists endpoints with columns for Device, User, IP, Configurations, Connections, Status, and Events. The selected endpoint is 'Administrator' with IP 10.0.4.102, managed by EMS, and has a VUL 14 status. The details pane below the table shows the user profile for 'Administrator', device information (WIN-1F3BOCJBRAM, Microsoft Windows Server 2012), and a list of features including AntiVirus, Sandbox Detection, Web Filter, Application Firewall, Remote Access, Vulnerability Scan, and SSOMA.

| Device          | User          | IP         | Configurations   | Connections    | Status | Events |
|-----------------|---------------|------------|------------------|----------------|--------|--------|
| WIN-1F3BOCJBRAM | Administrator | 10.0.4.102 | Profile: Default | Managed by EMS |        | VUL 14 |

**Administrator**  
Administrator  
No Email  
All Groups/Other Endpoints

**Device** WIN-1F3BOCJBRAM  
**OS** Microsoft Windows Server 2012 ...  
**IP** 10.0.4.102  
**MAC** 0a-bb-d5-7b-14-c8  
**Last Seen** 9/13/2018, 6:07:24 PM  
**Location** On-Net

**Connection**  
Managed by EMS

**Configuration**

|                           |                  |
|---------------------------|------------------|
| Profile                   | Default          |
| Installer                 | Not Assigned     |
| Gateway List              | Not Assigned     |
| FortiClient Version       | 6.0.2.0128       |
| FortiClient Serial Number | FCT8003586546796 |

**Compliance**

**Features**

- AntiVirus installed
- Sandbox Detection installed
- Web Filter installed
- Application Firewall installed
- Remote Access configured
- Vulnerability Scan enabled
- SSOMA installed

## Filtering the list of endpoints

You can filter the list of endpoints displayed on the *Endpoints* content pane.

1. Go to *Endpoints*.
2. Click *All Domains*, a domain, or workgroup.  
The list of endpoints displays.
3. Click the *Filters* menu, and set filters.  
The filter options display.

For text values, you can use a comma (,) to separate values and an exclamation mark (!) to exclude a value.

For buttons, hover the mouse over each button to view its tooltip.

Use , or | to OR values, & to AND values and ! to NOT a value. e.g. Windows & !Windows 10 means Windows but not Windows 10.

| Device      |             | Lists the filter options for devices.   |
|-------------|-------------|---|
|             | Name        | Enter the name(s) to include in the filter. You can exclude a name or names from the filter using an exclamation mark (!).  |
|             | User        | Enter the name of the user(s) to include in the filter. You can exclude a name or names from the filter using an exclamation mark (!).  |
|             | Group       | Enter the name of the group(s) to include in the filter. You can also exclude a name or names from the filter using an exclamation mark (!).  |
|             | IP          | Enter the IP address to include in the filter. You can exclude an IP address from the filter using an exclamation mark (!).   |
|             | OS          | Enter the name of the operating system(s) to include in the filter. You can exclude a name or names from the filter using an exclamation mark (!).  |
| FortiClient |             | Lists the filter options for FortiClient version numbers.   |
|             | Version     | Enter the FortiClient version number to include in the filter. You can exclude a version or versions from the filter using an exclamation mark (!).   |
| Installer   |             | Lists the filter options for deployment.  |
|             | Name        | Enter the name(s) of the installer to include in the filter. You can exclude a name or names from the filter using an exclamation mark (!).   |
|             | Status      | Click one or more deployment status buttons to include in the filter. Selected status buttons are green. Hover the mouse over each button to view its tooltip. Clear the status button to exclude the status from the filter. Excluded status buttons are gray. |
|             | More States | Click to display additional statuses to include in the filter.  |
| Profile     |             |   |
|             | Name        | Enter the name(s) of the profile to include in the filter. You can also exclude a name or names from the filter by using an exclamation mark (!).   |
|             | Status      | Click the profile status to include in the filter. Selected status buttons are green. Choose between <i>Synced</i> and <i>Out-Of-Sync</i> . Clear the status button to exclude the status from the filter. Excluded status buttons are gray.                    |

**Gateway List**

|        |  |
|--------|--|
| Name   | Enter the name(s) of the gateway IP list to include in the filter. You can also exclude a name or names from the filter by using an exclamation mark (!).  |
| Status | Click the gateway IP list status to include in the filter. Selected status buttons are green. Choose between <i>Synced</i> and <i>Out-Of-Sync</i> . Clear the status button to exclude the status from the filter. Excluded status buttons are gray. |

**FortiTelemetry**

|        |  |
|--------|--|
| Serial | Select the FortiGate serial number to include in the filter.   |
| Status | Click the status for FortiClient Telemetry connection to FortiGate to include in the filter. Choose between <i>Online</i> , <i>Offline</i> , and <i>Not Registered</i> . |

**EMS**

|        |  |
|--------|--|
| Status | Click the status for FortiClient Telemetry connection to EMS to include in the filter. Selected status buttons are green. Choose between <i>Online</i> , <i>Offline</i> , and <i>Not Registered</i> . Clear the status button to exclude the status from the filter. Excluded status buttons are gray. |
|--------|--|

**Status**

Click the compliance status to include in the filter. Selected status buttons are green. Choose between *Compliant*, *Not Compliant*, *Not Participating*, *Quarantined*, *Excluded*, *Not Registered*, *Not Installed*. Clear the status button to exclude the status from the filter. Excluded status buttons are gray.

**Events**

Select the events to include in the filter. The selected checkboxes beside the events are included in the filter. Clear the checkbox beside the event to exclude the event from the filter.

**Bookmarks**

Displays the list of saved filter settings. Displays only after you have saved a bookmark. Click the *Bookmark* button to name and save filter settings. Click a bookmark to use the saved settings. Click the x beside a bookmark to delete it.

**Search**

Click the *Search* button to apply the filter setting.

**Reset**

Click the *Reset* button to clear the filter settings.

**Bookmark**

Click the *Bookmark* button to save the filter settings as a bookmark.

4. Click *Search*.  
The filtered list of endpoints displays.
5. Click *Reset* to clear the filter settings.

## Using bookmarks to filter the list of endpoints

You can save filter settings as bookmarks, then select the bookmarks to use them.

**To create bookmarks to filter endpoints:**

1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup.  
The list of endpoints displays.
3. Click the *Filters* menu, and set filters.
4. Click the *Bookmark* button.



The *New Bookmark* box displays.

5. In the *New Bookmark* box, enter a name for the filter settings, and press *Enter*. The bookmark displays under *Bookmarks*.

**To use bookmarks to filter the list of endpoints:**

1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup. The list of endpoints displays.
3. Click the *Filters* menu.
4. In the *Bookmarks* list, click a bookmark. The bookmark settings are used to filter the list of endpoints.

## Managing endpoints

You can manage endpoints from the *Endpoints* pane.

### Running AntiVirus scans on endpoints

You can run a full or quick AntiVirus scan on endpoints. Scanning starts on the endpoints with the next FortiClient Telemetry communication.

**To run AntiVirus scans on endpoints:**

1. Go to *Endpoints*.
2. Right-click a domain or workgroup, and select *Start full antivirus scan* or *Start quick antivirus scan*.

**To run AntiVirus scans on an endpoint:**

1. Go to *Endpoints*.
2. Select *All Endpoints*, a domain, or workgroup.
3. The list of endpoints displays in the content pane.
4. Click an endpoint, and from the *Scan* menu, select *Quick AV Scan* or *Full AV Scan*.

### Running vulnerability scans on endpoints

You can run a vulnerability scan on endpoints. You can view the history of vulnerability scans for each endpoint on the *Client Details* pane.

**To run vulnerability scans on endpoints:**

1. Go to *Endpoints*.
2. Right-click a domain or workgroup, and select *Start vulnerability scan*.  
Vulnerability scanning starts on the endpoints with the next FortiClient Telemetry communication.

**To run vulnerability scans on an endpoint:**

1. Go to *Endpoints*.
2. Select *All Endpoints*, a domain, or workgroup.  
The list of endpoints displays in the content pane.
3. Click an endpoint, and from the *Scan* menu, select *Vulnerability Scan*.  
Vulnerability scanning starts on the endpoint with the next FortiClient Telemetry communication.

## Patching vulnerabilities on endpoints

You can request FortiClient patch detected critical and high vulnerabilities on endpoints.

FortiClient can automatically patch many software. However, the endpoint user must manually patch some detected software vulnerabilities. If a vulnerability requires the endpoint user to download and install software to patch a vulnerability, FortiClient Console displays the information.

**To patch vulnerabilities on a domain or group of endpoints:**

1. Go to *Endpoints*.
2. Right-click a domain or workgroup, and select *Patch critical/high vulnerabilities*.  
FortiClient initiates automatic vulnerability patching with the next FortiClient Telemetry communication.

**To patch vulnerabilities on an endpoint:**

1. Go to *Endpoints*.
2. Select *All Endpoints*, a domain, or workgroup.  
The list of endpoints displays in the content pane.
3. Click an endpoint, and from the *Patch* menu, select one of the following options:
  - *Selected Vulnerabilities on Selected Clients*
  - *Selected Vulnerabilities on All Affected Clients*
  - *All Critical and High Vulnerabilities*FortiClient initiates automatic vulnerability patching with the next FortiClient Telemetry communication.

## Uploading FortiClient logs

You can upload a FortiClient log file from one or several endpoints to FortiClient EMS. The log file is uploaded to the hard drive on the computer on which you are running EMS. The uploaded log file is not visible in the FortiClient EMS GUI.

1. Go to *Endpoints*.
2. Select *All Endpoints*, a domain, or workgroup.  
The list of endpoints displays in the content pane.



3. Click one or multiple endpoints, and from the *Action* menu, select *Upload FortiClient logs*.

The <number>\_log file is uploaded to the following location on your computer: <drive>\Program Files (x86)\Fortinet\FortiClientEMS\logs

## Running the FortiClient diagnostic tool

You can use EMS to run the FortiClient Diagnostic Tool on one or multiple endpoints and export the results to the hard drive on the computer on which you are running FortiClient EMS. The exported information is not visible in the FortiClient EMS GUI.

1. Go to *Endpoints*.
2. Select *All Endpoints*, a domain, or workgroup.  
The list of endpoints displays in the content pane.
3. Click one or multiple endpoints, and from the *Action* menu, select *Request Diagnostic Results*.  
The <number>\_Diagnostic\_Result file is uploaded to the following location on your computer: <drive>:\Program Files (x86)\Fortinet\FortiClientEMS\logs.

## Updating signatures

You can use EMS to request FortiClient update signatures on the endpoints.

1. Go to *Endpoints*.
2. Select *All Endpoints*, a domain, or workgroup. The list of endpoints displays in the content pane.
3. Click an endpoint, and from the *Action* menu, select *Update Signatures*. FortiClient receives the request to update signatures and downloads the signatures from the Internet.

## Re-registering endpoints

You can use the *Re-register* option to deregister the endpoint from FortiClient EMS and to register to a FortiGate instead. The specific FortiGate that the endpoint registers to is determined by the endpoint's remembered Telemetry gateway lists or default gateway.

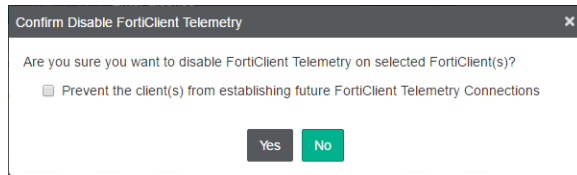
1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup. A list of endpoints displays.
3. Click an endpoint, and from the *Action* menu, select *Re-register*. The endpoint is disconnected from EMS and registered to the FortiGate with the next FortiClient Telemetry communication.

## Disconnecting and connecting endpoints

You can manually disconnect and connect endpoints using EMS.

### To disconnect endpoints:

1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup. A list of endpoints displays.
3. Click an endpoint, and from the *Action* menu, select *Deregister*.  
A confirmation dialog box displays.



You can prevent the endpoint from connecting in the future by selecting the *Prevent the client(s) from establishing future FortiClient Telemetry Connections* checkbox.

4. Click **Yes** to confirm.

The endpoint is disconnected with the next FortiClient Telemetry communication.

### To connect endpoints:

1. Go to *Endpoints*.

2. Click *All Endpoints*, a domain, or workgroup. A list of endpoints displays.

3. Click an endpoint, and from the *Action* menu, select *Register*.

The endpoint is connected with the next FortiClient Telemetry communication.

## Quarantining endpoints

You can quarantine an endpoint using EMS. Quarantined endpoints cannot access the network.

1. Go to *Endpoints*.

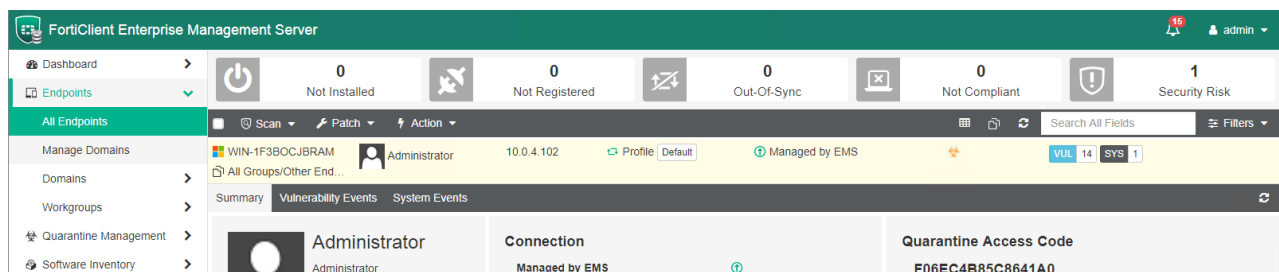
2. Click *All Endpoints*, a domain, or workgroup. A list of endpoints displays.

3. Click an endpoint, and from the *Action* menu, select *Quarantine*.

The endpoint status changes to *Quarantined*, and the endpoint is quarantined with the next FortiClient Telemetry communication.

You can remove an endpoint from quarantine by right-clicking the endpoint and selecting *Unquarantine*. The endpoint is removed from quarantine with the next FortiClient Telemetry communication and network access is restored.

Note you can also provide the endpoint user with a one-time access code. The user can enter the code to access FortiClient on a quarantined endpoint, then remove the endpoint from quarantine in the FortiClient console. The code is available under Quarantine Access Code after selecting a quarantined endpoint as seen below.



## Quarantining an endpoint from FortiOS using EMS using an API

The Security Fabric offers visibility of endpoints at various monitoring levels. When the Security Fabric includes the following network devices, you can configure the system to automatically quarantine an endpoint on which an Indicator of Compromise (IoC) is detected. The following network components are required:

- FortiGate
- FortiAnalyzer
- FortiClient EMS
- FortiClient

You must connect FortiClient to both the EMS and FortiGate. The FortiGate and FortiClient must both be sending logs to the FortiAnalyzer. You must configure the EMS IP address on the FortiGate, as well as administrator login credentials.

This configuration functions as follows:

1. FortiClient sends logs to the FortiAnalyzer.
2. FortiAnalyzer discovers IoCs in the logs and notifies the FortiGate.
3. FortiGate determines if the FortiClient is among its connected endpoints and if it has the login credentials for the EMS that the FortiClient is connected to. With this information, FortiGate sends a notification to EMS to quarantine the endpoint.
4. EMS searches for the endpoint and sends a quarantine message to it.
5. The endpoint receives the quarantine message and quarantines itself, blocking all network traffic. The endpoint notifies the FortiGate and EMS of the status change.



This feature is not supported on FortiClient (Linux).

---

## Prerequisites

The following lists the prerequisites that must be met for FortiClient, EMS, and the FortiGate.

### FortiClient

FortiClient must be installed on the endpoint and connected to both EMS and the FortiGate.

### EMS

1. A profile must be assigned to the endpoint. See [Assigning profiles to Windows, macOS, and Linux endpoints on page 117](#).
2. A gateway list using the FortiGate's IP address must be assigned to the endpoint. See [Creating gateway lists on page 153](#) and [Assigning gateway lists to endpoints on page 155](#).
3. Enable *Remote HTTPS access*. See [Configuring Server settings on page 170](#).

### FortiGate

Before automation can be triggered, you must configure the following:

- Automation objects
  - Automation trigger
  - Automation object
  - Automation stitch
- EMS firewall address object
- Endpoint control FCT-EMS object

The following provides instructions for the FortiGate CLI.

To create an automation trigger, enter the following commands in the CLI:

```
config system automation-trigger
  edit "trigger01"
    set trigger-type event-based
    set event-type ioc
    set ioc-level high
  next
end
```

To create an automation action, enter the following commands in the CLI:

```
config system automation-action
  edit "action01"
    set action-type quarantine-forticlient
    set minimum-interval 0
  next
end
```

To create an automation stitch, enter the following commands in the CLI:

```
config system automation-stitch
  edit "stitch01"
    set status enable
    set trigger "trigger01"
    set action "action01"
  next
end
```

To create a firewall address object, enter the following commands in the CLI:

```
config firewall address
  edit "EMS01"
    set type ipmask
    set subnet <EMS_IP_address> 255.255.255.255
  next
end
```

To create an endpoint control FCT-EMS object, enter the following commands in the CLI. In the below commands, <EMS\_SERIAL\_NUMBER> is the EMS serial number, <EMS\_ADMIN> is the EMS administrator name, and <PASSWORD> is the EMS administrator's password.

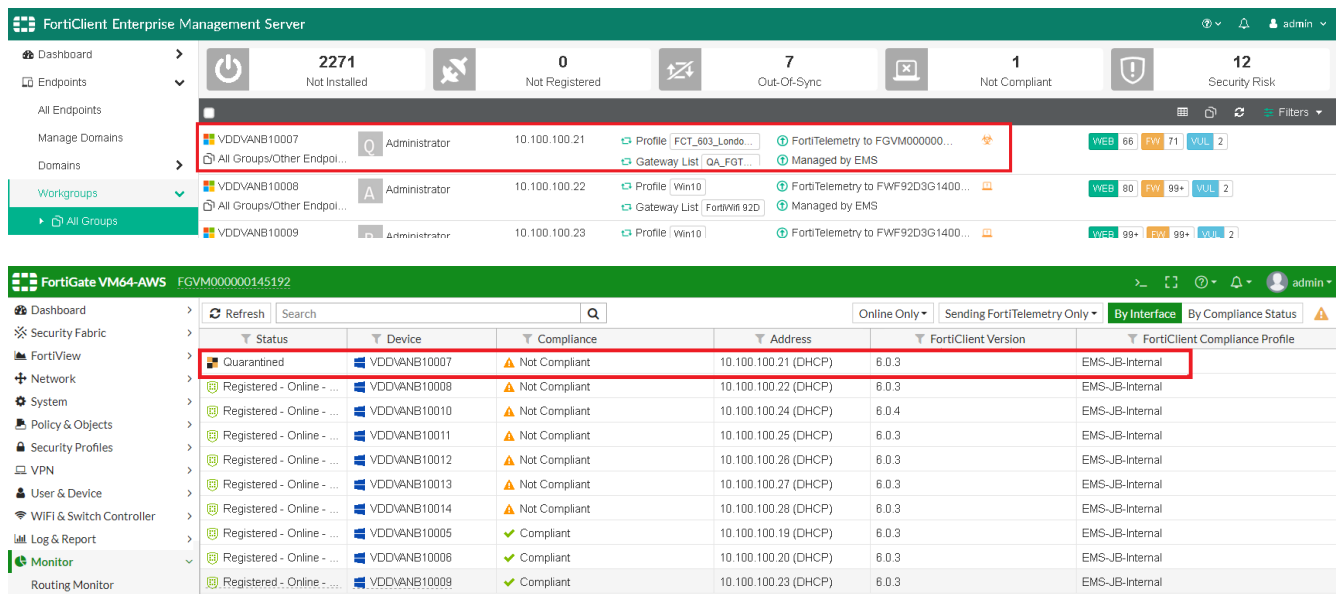
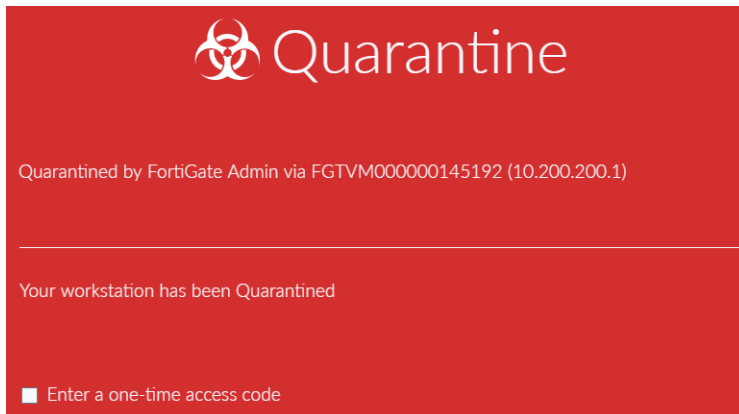
```
config endpoint-control forticlient-ems
  edit "e01"
    set address "EMS01"
    set serial-number <EMS_SERIAL_NUMBER>
    set rest-api-auth userpass
    set https-port 443
    set admin-username <EMS_ADMIN>
    set admin-password <PASSWORD>
    set admin-type Windows
  next
end
```

## Executing automation

Once prerequisites are met, you can trigger the automation process. The following procedure triggers the quarantine action on the endpoint at <endpoint\_ip\_address>:

```
diagnose endpoint forticlient-ems-rest-api queue-complete-calls Q-<endpoint_ip_address>
```

After this action, the endpoint is quarantined.



You can also remove an endpoint from quarantine using the following command:

```
diagnose endpoint forticlient-ems-rest-api queue-complete-calls U-<endpoint_ip_address>
```

## Excluding endpoints from management

You can exclude endpoints from management.

**To exclude endpoints from management:**

1. Right-click a domain or workgroup.
2. Select *Exclude from management*.  
The domain or workgroup is excluded from management.

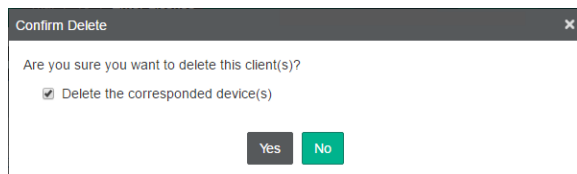
### To exclude an endpoint from management:

1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup. A list of endpoints displays.
3. Click an endpoint, and from the *Action* menu, select *Exclude from Management*.  
The endpoint is excluded from management.

## Deleting endpoints

You can delete disconnected endpoints from EMS.

1. Go to *Endpoints*.
2. Click *All Endpoints*, a domain, or workgroup. A list of endpoints displays.
3. If the endpoint has a status of *Registered*, disconnect the endpoint.
4. Click an endpoint, and from the *Action* menu, select *Delete Device*.  
A confirmation dialog box displays.



5. Click *Yes*.  
The endpoint is deleted from FortiClient EMS.

## Provisioning FortiClient Android endpoints for central management

You can use a third-party QR code generator to create a QR code to distribute to FortiClient (Android) users. FortiClient (Android) users can scan the QR code from their device to automatically enable FortiTelemetry and attempt connection to the specified FortiClient EMS server and FortiGate.

QR codes can contain the FortiClient EMS server's hostname or IP address, port number, and a connection key. Only the FortiClient EMS hostname/IP address is required; all other fields are optional. The following table summarizes the possible syntax used to generate the QR code:

| Scenario   | Format   | Example                                   |
|--|--|---|
| Includes hostname or IP address, port number, and connection key.                      | fortitelemetry://<EMS hostname or IP address>:<port number> <connection key> | fortitelemetry://192.168.128.12:801311111 |
| Includes hostname or IP address, port number, with no connection key.                  | fortitelemetry://<EMS hostname or IP address>:<port number>                  | fortitelemetry://192.168.128.12:8013      |
| Includes hostname or IP address only. Uses the default port and has no connection key. | fortitelemetry://<EMS hostname or IP address>:                               | fortitelemetry://192.168.128.12:          |

1. Open the QR code generator of your choice.
2. Enter the hostname/IP address, port number, and/or connection key information as desired, using one of the formats above.
3. Generate the plain text QR code.
4. Email the QR code to FortiClient (Android) users.

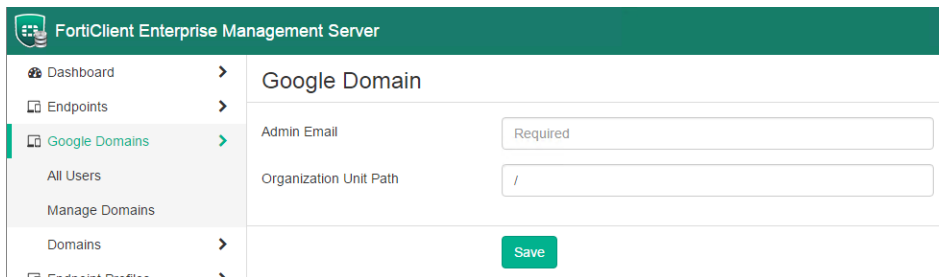
For instructions on scanning the QR code from an Android device, see the *FortiClient (Android) 5.4 User Guide*.

## Google Domains

FortiClient EMS needs to determine which devices to manage. Device information comes from the Google Admin console. *Google Domains* is only available if *EMS for Chromebooks Settings* is selected in *System Settings > Server*. Note this section is only applicable if you are using FortiClient EMS to manage Google Chromebooks.

### Adding Google domains

1. Go to *Google Domains > Manage Domains*, and click the *Add* button. The *Google Domain* pane displays.



2. In the *Admin Email* box, enter your Google domain admin email.
3. In the *Organization Unit Path* box, enter the domain organization unit path.



/ stands for the root of the domain.

4. Click *Save*.  
The Google domain information and users are imported into FortiClient EMS.

### Viewing domains

After you add domains to FortiClient EMS, you can view the list of domains in *Google Domains*. You can also view the list of Google users in each domain and details about each Google user in the *User Details*, *Client Statistics*, and *Blocked Sites* panes.

## Viewing the Google Users pane

You can view Google users' information in FortiClient EMS.

1. Go to *Google Domains > Domains* and click a domain. The list of Google users displays.

| Google Users <span>Clear Filters</span> |                   |                 |                    |            |                                  |
|---|-------------------|-----------------|--------------------|------------|----------------------------------|
| Name ▼                                  | Email ▼           | Last Login ▼    | Last Policy Retr ▼ | Domain ▼   | Organization Path ▼              |
| Art3 Sikes                              | art3.sikes@s...   | 8/4/2016 1:1... | Never Retrie...    | schoolz... | /Young Lady's School/staff/admin |
| bob bob                                 | bob.bob@ys...     | 8/6/2016 1:0... | Never Retrie...    | schoolz... | /test                            |
| Catherine Seely                         | Catherine.Se...   | 7/25/2016 9:... | Never Retrie...    | schoolz... | /Young Stars School              |
| Dean Cagle                              | Dean.Cagle...     | 8/5/2016 10:... | Never Retrie...    | schoolz... | /Young Lady's School/staff/admin |
| Dennis Auger                            | Dennis.Auger...   | 7/15/2016 9:... | Never Retrie...    | schoolz... | /Young Lady's School/students... |
| Edgar Bayles                            | Edgar.Bayles...   | 8/9/2016 12:... | Never Retrie...    | schoolz... | /Young Stars School/students/... |
| Efrain2 Tague                           | Efrain2.Tagu...   | 8/2/2016 10:... | Never Retrie...    | schoolz... | /Young Stars School/students/... |
| Emilio Freitag                          | emilio.freitag... | 7/25/2016 9:... | Never Retrie...    | schoolz... | /Young Lady's School/students... |
| Garry Heinrich                          | Garry.Heinric...  | 8/3/2016 8:2... | Never Retrie...    | schoolz... | /Young Lady's School/staff/admin |
| Gerard Rhoa...                          | gerard.rhoad...   | 7/14/2016 11... | Never Retrie...    | schoolz... | /Young Lady's School/staff       |
| jiaping xu                              | jpxu@school...    | 8/9/2016 6:4... | Never Retrie...    | schoolz... | /                                |
| Joey Albrecht                           | joey.albrecht...  | 8/2/2016 10:... | Never Retrie...    | schoolz... | /Young Lady's School/staff       |
| KeriNew Coc...                          | Keri.Cochran...   | 8/4/2016 1:1... | Never Retrie...    | schoolz... | /Young Lady's School/test        |
| Leann Bast                              | Leann.Bast@...    | 8/9/2016 12:... | Never Retrie...    | schoolz... | /Young Stars School/students/... |

The following options are available in the toolbar:

|                            |   |
|----------------------------|---|
| Clear Filter (filter icon) | Click the Clear Current Filter icon to clear the currently used filter. |
| Refresh                    | Click the Refresh icon to refresh the page.                             |

The following columns of information are displayed for Google users:

|                       |  |
|-----------------------|--|
| Name                  | Chromebook user's name.  |
| Email                 | Chromebook user's email address.   |
| Last Login            | Date and time when the user last logged into the domain.                       |
| Last Policy Retrieval | Date and time of the last endpoint profile retrieved by the Google Chromebook. |
| Domain                | Name of the domain to which the user belongs.                                  |
| Organizational Path   | Organization path in the domain.   |



## Viewing user details

You can view details about each user in a Google domain.

1. Go to *Google Domains > Domains*. The list of domains displays.
2. Click a domain. The list of Google users displays.
3. Click a Google user and scroll to the bottom of the content pane. The *User Details*, *Client Statistics*, and *Blocked Sites* panes display.

### User Details

| Field                 | Information  |
|-----------------------|--|
| Name                  | User's name.   |
| Email                 | User's email address.  |
| Last Login            | Date and time when the user last logged into the domain.                       |
| Last Policy Retrieval | Date and time of the last endpoint profile retrieved by the Google Chromebook. |
| Organization Path     | Organization path of the user in the domain.                                   |
| Effective Policy      | Name of the profile assigned to the user in the domain.                        |

### Client Statistics

| Charts  | Information  |
|---|--|
| Blocked Sites Distribution (past <number> days)             | Displays the distribution of blocked sites in the past number of days. You can configure the number of days for which to display information. Go to <i>System Settings &gt; Logs</i> .           |
| Top 10 Site Categories by Distribution (Past <number> Days) | Displays the distribution of top ten site categories in the past number of days. You can configure the number of days for which to display information. Go to <i>System Settings &gt; Logs</i> . |

### Blocked Sites (Past <number> Days)

| Fields         | Information                                    |
|----------------|--|
| Time           | Time the blocked site was visited.             |
| Threat         | Threat type detected.                          |
| Client Version | Chromebook user's current version.             |
| OS             | Type of OS used by the Chromebook user.        |
| URL            | Blocked site's URL.                            |
| Port           | Port number currently listening.               |
| User Initiated | User initiated visitation to the blocked site. |

## Editing domains

1. Go to *Google Domains > Domains* and select a domain.
2. Click the *Edit* button.
3. Edit the options and click *Save Changes*.

## Deleting domains

1. Go to *Google Domains > Domains*, and select a domain.
2. Click the *Delete* button. A confirmation dialog displays.
3. Click *Yes*.

# Quarantine Management

You can view and whitelist files quarantined by FortiSandbox or AntiVirus from a central management *Files* pane. You can also view and delete whitelisted files from the *Whitelist* pane.

## Files

FortiClient sends quarantined file information to FortiClient EMS. The FortiClient EMS administrator can view quarantined file information for all managed endpoints on the *Files* pane and whitelist files from FortiClient EMS if needed.

## Viewing quarantined files

After FortiClient quarantines files on endpoints and sends the quarantined file information to FortiClient EMS, you can view the list of quarantined files in the Files pane. You can also view details about each quarantined file and use filters to access quarantined files with specific qualities.

## Viewing the Files content pane

You can view information about quarantined files on the Files content pane.

1. Go to *Quarantine Management > Files*. The list of quarantined files, a quick status bar, and a toolbar display in the content pane.

FortiClient Enterprise Management Server

Dashboard

Endpoints

Quarantine Management

3

Quarantined Files

0

Restored Files

1

Affected Hosts

3

New Detections

Files

Whitelist

Endpoint Profiles

Gateway Lists

Administration

View

Display by Instance

Search All Fields

Filters

Refresh

Export

| Host   | File      | Size   | Threat    | Source        | Status                             | Summary                        |
|--|-----------|--------|-----------|---------------|------------------------------------|--------------------------------|
| <div><input type="checkbox"/></div> WIN-1F3BOCJBRAM <div>Other Endpoints</div> | test.com  | 68.0 B | TEST_FILE | Realtime Scan | Quarantined<br>2018-04-03 20:05:56 | 2 instances<br>1 host affected |
| <div><input type="checkbox"/></div> WIN-1F3BOCJBRAM <div>Other Endpoints</div> | test2.exe | 68.0 B | Virus     | Sandbox Scan  | Quarantined<br>2018-04-03 20:01:16 | 1 instance<br>1 host affected  |
| <div><input type="checkbox"/></div> WIN-1F3BOCJBRAM <div>Other Endpoints</div> | test3.txt | 68.0 B | TEST_FILE | Realtime Scan | Quarantined<br>2018-04-03 20:00:24 | 2 instances<br>1 host affected |

|                   |   |
|-------------------|---|
| Quarantined Files | Number of files that have been quarantined on endpoints. Click to display the list of quarantined files.                          |
| Restored Files    | Number of files that have been restored on endpoints. Click to display the list of restored files.                                |
| Affected Hosts    | Number of hosts that have been affected by quarantined files. Click to display the list of quarantined files sorted by host name. |
| New Detections    | Number of new detections. Click to display the list of newly detected threats sorted by date detected.                            |

|                   |   |
|-------------------|---|
| View              | Select to toggle between the following options: <ul style="list-style-type: none"> <li>View all files or view only quarantined files</li> <li>Show or hide full path names for files</li> </ul>   |
| Display by        | Select to display the list of files by instance, host, threat, or date.   |
| Search All Fields | Enter a value and press <i>Enter</i> to search for the value in the list of files.  |
| Filters           | Click to display and hide filters you can use to filter the list of files.  |
| Refresh           | Click to refresh the list of files in the content pane.   |
| Clear Filters     | Click to clear all filters applied to the list of files.  |
| Checkbox          | Click to select all files displayed in the content pane.  |
| Host              | Hostname of the endpoint. Also shows the group the endpoint belongs to.   |
| File              | Name of the file.   |
| Size              | Size of the file in bytes.  |
| Threat            | Name of threat.   |
| Source            | Displays how the threat was detected: <ul style="list-style-type: none"> <li>Scheduled Scan</li> <li>Email Scan</li> <li>Startup Scan</li> <li>Manual Scan</li> <li>Realtime Scan</li> <li>Rootkit Manual Scan</li> <li>Sandbox Scan</li> </ul> |
| Status            | Status of the file: <i>Quarantined</i> , <i>Quarantined &amp; Whitelisted</i> , <i>Restored</i> , or <i>Deleted</i> . Also shows the time the file was quarantined.   |
| Summary           | Displays the number of threat instances and number of affected hosts.   |

## Filtering files list

You can filter the list of files displayed on the *Files* content pane.

1. Go to *Quarantine Management > Files*. The list of files displays.
2. Click the *Filters* menu, and set filters.

The filter options display.

For text values, you can use a comma (,) to separate values and an exclamation mark (!) to exclude a value.

The screenshot shows the 'Filters' menu in the FortiClient EMS interface. The filters are organized into three columns:

- Filename:** Text input field.
- Threat:** Dropdown menu with 'Search for threat' and a 'Clear' button.
- Date:** 'Start' and 'End' text input fields with a 'to' separator.
- Location:** Text input field.
- Source:** Dropdown menu with 'Choose a source' and a 'Clear' button.
- Host:** Text input field.
- Checksum:** Text input field.
- Status:** Dropdown menu with 'Choose a status' and a 'Clear' button.
- Group:** Text input field.

At the bottom right, there are 'Apply' and 'Clear' buttons.

|          |   |
|----------|---|
| Filename | Enter the file name(s) to include in the filter. You can exclude a name or names from the filter using an exclamation mark (!).   |
| Location | Enter the file location(s) to include in the filter. You can exclude a location or locations from the filter using an exclamation mark (!).   |
| Checksum | Enter the checksum(s) to include in the filter. You can exclude a checksum or checksums from the filter using an exclamation mark (!).  |
| Threat   | Enter the threat(s) to include in the filter. You can exclude a threat or threats from the filter using an exclamation mark (!). You can also select the desired threat(s) from the dropdown list.      |
| Source   | Enter the source(s) to include in the filter. You can exclude a source or sources from the filter using an exclamation mark (!). You can also select the desired source(s) from the dropdown list.      |
| Status   | Enter the status(es) to include in the filter. You can exclude a status or statuses from the filter using an exclamation mark (!). You can also select the desired status(es) from the dropdown list.   |
| Date     | Enter the range of dates to include in the filter.  |
| Host     | Enter the host(s) to include in the filter. You can exclude a host or hosts from the filter using an exclamation mark (!). You can also select the desired host(s) from the dropdown list.              |
| Group    | Enter the endpoint group(s) to include in the filter. You can exclude a group or groups from the filter using an exclamation mark (!). You can also select the desired group(s) from the dropdown list. |

3. Click *Apply*. The filtered list of files displays.
4. Click *Clear Filters* to clear the filter settings.

## Whitelisting quarantined files

You can whitelist and restore quarantined files. This releases the files from quarantine and makes them accessible on the endpoint with the next Telemetry communication between FortiClient EMS and FortiClient.

1. Go to *Quarantine Management > Files*.
2. Select the desired files.
3. Click *Whitelist & Restore*.
4. In the confirmation dialog, click *Yes*, then *Okay*. The file status changes to *Quarantined & Whitelisted*.

## Whitelist

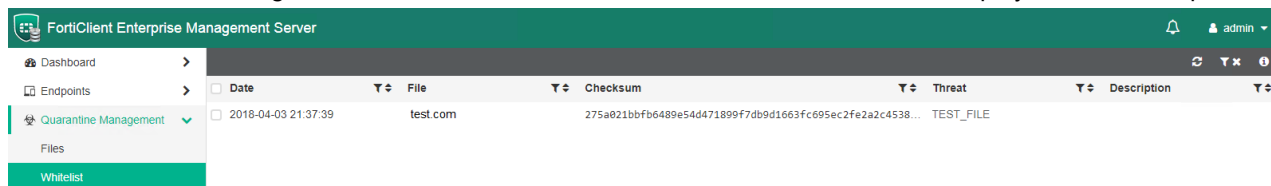
### Viewing whitelisted files

You can view the list of whitelisted files in the **Whitelist** pane. You can also view details about each whitelisted file and use filters to access whitelisted files with specific qualities.

### Viewing the Whitelist content pane

You can view information about whitelisted files on the **Whitelist** content pane.

1. Go to *Quarantine Management > Whitelist*. The list of whitelisted files and a toolbar display in the content pane.



|                      |   |
|----------------------|---|
| Refresh              | Click to refresh the list of files in the content pane.                 |
| Clear Filters        | Click to clear all filters applied to the list of files.                |
| Advanced Information | Click to view the FortiSandbox signature version and AV engine version. |
| Date                 | Date and time the file was whitelisted.                                 |
| File                 | Name of the file.   |
| Checksum             | The file's checksum.  |
| Threat               | Name of threat.   |
| Description          | The file's description. Blank by default.                               |

### Filtering whitelisted files

You can filter the list of files displayed on the *Files* content pane.

1. Go to *Quarantine Management > Whitelist*. The list of files displays.
2. You can apply filters by date, file name, checksum, threat, and description. Do the following:
  - a. To filter files by date, click the filter icon beside the **Date** heading. Select the desired date range in the **Start** and **End** fields. You can also enter a start time and end time on the selected dates. The default time is 12:00 PM.
  - b. To filter by file name, checksum, threat, or description, click the filter icon beside the desired heading. Enter the value to include in the filter. You can toggle the **All/Any/Not** button for the following options:
    - **All**: Display all files that match the set filter.
    - **Any**: Display any file that matches the set filter.
    - **Not**: Display only files that do not match the set filter.

The filtered list of files displays.

3. To remove a filter, click the *X* icon beside the filter. To remove all filters, click the *Clear Filters* icon on the toolbar.

## Editing file descriptions

You can edit a whitelisted file's description. By default, the file description is blank.

1. Go to *Quarantine Management > Whitelist*.
2. Select the desired file.
3. Click *Edit Description*.
4. In the *Required* field, enter the desired description.
5. Click *Confirm*. The description appears under the *Description* heading.

## Deleting files from the whitelist

You can delete files from the whitelist. This reverts the file's status to quarantined on the endpoint with the next Telemetry communication.

1. Go to *Quarantine Management > Whitelist*.
2. Select the desired file.
3. Click *Delete*.
4. In the confirmation dialog, click *Yes*. The file is deleted from the whitelist and will be quarantined on the endpoint with the next Telemetry communication. You can view the file on the *Files* pane.

# Software Inventory

You can centrally view a list of software installed on all endpoints. The list includes details for each application such as vendor and version information. You can view this information by application or vendor on the *Applications* pane or by host on the *Hosts* pane. FortiClient sends installed application information to FortiClient EMS

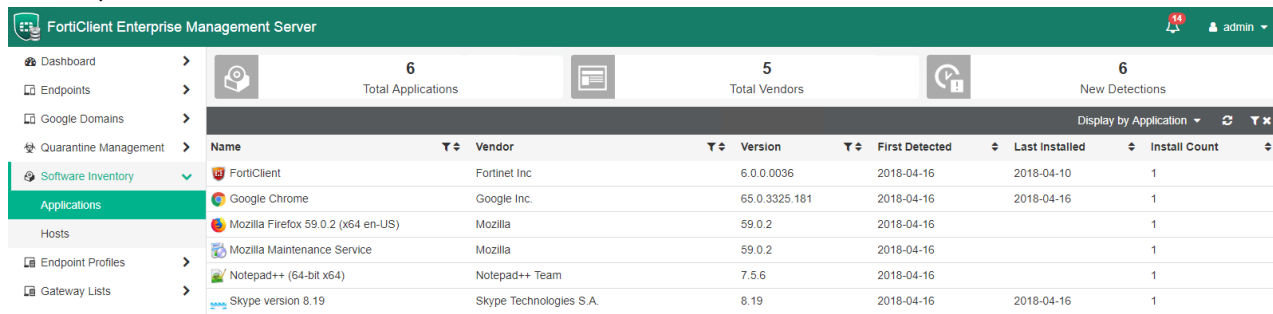
## Applications

The FortiClient EMS administrator can view installed application information for all managed endpoints on the *Applications* pane.

### Viewing the Applications content pane

You can view information about installed applications on the *Applications* content pane.

1. Go to *Software Inventory > Applications*. The list of applications, a quick status bar, and a toolbar display in the content pane.



| Name                               | Vendor                  | Version       | First Detected | Last Installed | Install Count |
|------------------------------------|-------------------------|---------------|----------------|----------------|---------------|
| FortiClient                        | Fortinet Inc.           | 6.0.0.0036    | 2018-04-16     | 2018-04-10     | 1             |
| Google Chrome                      | Google Inc.             | 65.0.3325.181 | 2018-04-16     | 2018-04-16     | 1             |
| Mozilla Firefox 59.0.2 (x64 en-US) | Mozilla                 | 59.0.2        | 2018-04-16     |                | 1             |
| Mozilla Maintenance Service        | Mozilla                 | 59.0.2        | 2018-04-16     |                | 1             |
| Notepad++ (64-bit x64)             | Notepad++ Team          | 7.5.6         | 2018-04-16     |                | 1             |
| Skype version 8.19                 | Skype Technologies S.A. | 8.19          | 2018-04-16     | 2018-04-16     | 1             |

|                    |  |
|--------------------|--|
| Total Applications | Number of applications that have been installed on all managed endpoints. Click to display the list of installed applications.   |
| Total Vendors      | Number of vendors whose applications have been installed on managed endpoints. Click to display the list of installed applications sorted by vendor.   |
| New Detections     | Number of applications that have been detected as newly installed since the last Telemetry communication. Click to display newly detected applications sorted by date detected.                        |
| Display by         | Select to toggle between the following options: <ul style="list-style-type: none"><li>• Display applications alphabetically by application name.</li><li>• Sort applications by vendor name.</li></ul> |
| Refresh            | Click to refresh the list of applications in the content pane.   |
| Clear Filters      | Click to clear all filters applied to the list of files.   |



|                |   |
|----------------|---|
| Name           | Name of the installed application.                                    |
| Vendor         | Name of the installed application's vendor.                           |
| Version        | Version number of the installed application.                          |
| First Detected | Date the application was first detected as installed on the endpoint. |
| Last Installed | Date the application was last installed on an endpoint.               |
| Install Count  | Number of endpoints the application is installed on.                  |

## Filtering applications

You can filter the list of applications displayed on the *Applications* content pane.

1. Go to *Software Inventory > Applications*. The list of applications displays.
2. You can apply filters by application name, vendor name, and version number. Click the filter icon beside the desired heading. Enter the value to include in the filter. You can toggle the *All/Any/Not* button for the following options:
  - *All*: Display all files that match the set filter.
  - *Any*: Display any file that matches the set filter.
  - *Not*: Display only files that do not match the set filter.
3. To remove a filter, click the *X* icon beside the filter. To remove all filters, click the *Clear Filters* icon on the toolbar.

## Hosts

The FortiClient EMS administrator can view installed application information for all managed endpoints by host on the *Hosts* pane.

### Viewing the Hosts content pane

You can view information about installed applications by host on the *Hosts* content pane.

1. Go to *Software Inventory > Hosts*. The list of hosts, a quick status bar, and a toolbar display in the content pane.

| Name                               | Vendor                  | Version       | Install Date |
|------------------------------------|-------------------------|---------------|--------------|
| FortiClient                        | Fortinet Inc            | 6.0.0.0036    | 2018-04-10   |
| Google Chrome                      | Google Inc.             | 65.0.3325.181 | 2018-04-16   |
| Mozilla Firefox 59.0.2 (x64 en-US) | Mozilla                 | 59.0.2        |              |
| Mozilla Maintenance Service        | Mozilla                 | 59.0.2        |              |
| Notepad++ (64-bit x64)             | Notepad++ Team          | 7.5.6         |              |
| Skype version 8.19                 | Skype Technologies S.A. | 8.19          | 2018-04-16   |

|                   |   |
|-------------------|---|
| Applications      | Number of applications that have been installed on all managed endpoints.   |
| Operating Systems | Number of different operating systems on managed endpoints.   |
| View Details      | Displays list of software installed on the selected endpoint. For details on the application list headings, see <a href="#">Viewing the Applications content pane on page 104</a> . |
| Refresh           | Click to refresh the list of applications in the content pane.  |
| Clear Filters     | Click to clear all filters applied to the list of files.  |
| Host              | Host name.  |
| User              | Name of the endpoint user.  |
| OS                | Operating system installed on the endpoint.   |
| IP                | IP address of the endpoint.   |
| Application Count | Number of applications installed on the endpoint.   |
| Last Installation | Date of the most recent application installation on the endpoint.   |

## Filtering hosts

You can filter the list of hosts displayed on the *Hosts* content pane.

1. Go to *Software Inventory > Hosts*. The list of hosts displays.
2. You can apply filters by host name, user name, OS name, and IP address. Click the filter icon beside the desired heading. Enter the value to include in the filter. You can toggle the *All/Any/Not* button for the following options:
  - *All*: Display all files that match the set filter.
  - *Any*: Display any file that matches the set filter.
  - *Not*: Display only files that do not match the set filter.
3. To remove a filter, click the X icon beside the filter. To remove all filters, click the *Clear Filters* icon on the toolbar.



To filter the list of applications installed on an endpoint, select the endpoint and click *View Details*. See [Filtering applications on page 105](#) for details on filtering the list of applications.

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# Endpoint Profiles

You can use the default endpoint profile or create endpoint profiles for many configurations and situations.

## Configuring profiles

You can create and configure separate profiles for Windows, macOS, and Linux endpoints and for Chromebook endpoints. You can also edit the default profiles.

When you install FortiClient EMS, a default profile is created. This profile is applied to any groups you create. The default profile is designed to provide effective levels of protection. There are separate default profiles for Windows, macOS, and Linux endpoints and for Chromebook endpoints.

## Editing the default profile

You can edit the default profile to add or remove settings. You can revert to default settings by clicking *Revert to Default*.

1. Do one of the following:
  - a. To edit the default profile for Chromebooks, go to *Endpoint Profiles > Local Chromebook Profiles*, and click the *Default - Chromebooks* profile.
  - b. To edit the default profile for other endpoints, go to *Endpoint Profiles > Local Profiles*, and click the *Default* profile.
2. Configure the settings on the tabs. See [Profile references on page 119](#).
3. Click *Save* to save the profile.

## Configuring profiles for Windows, macOS, and Linux endpoints

The default profile is designed to provide effective levels of protection. To use specific features, such as application firewall, create a new profile or change the default profile. Consider the following when creating profiles:

- Use default settings within a profile.
- Consider the endpoint's role when changing the default profile or creating new profiles.
- Create a separate group and profile for endpoints requiring long-term special configuration.
- Use FortiClient EMS for all central profile settings, and set options for within the group instead of for the endpoint itself when possible.

These topics describe creating and configuring profiles for Windows, macOS, and Linux endpoints.

## Creating profiles to configure FortiClient

This section describes how to create a profile that excludes any installation or uninstallation of FortiClient software on endpoints. This type of profile is used to configure FortiClient software on endpoints.

1. Go to *Endpoint Profiles > Manage Profiles*, and click the *Add* button. To create a Chromebook profile, click *Add Chrome*.
2. In the *Profile Name* box, enter the profile name.
3. On the *Deployment* tab, leave *FortiClient Deployment* disabled.
4. Configure the settings on the remaining tabs. See [Profile references on page 119](#).
5. Click *Save* to save the profile.

## Creating profiles to deploy FortiClient

You must create a new profile to deploy FortiClient to endpoints. You cannot add a FortiClient installer to the default profile.

You must add FortiClient installers to FortiClient EMS before you can select the installers in a profile. See [Creating FortiClient installers on page 143](#).

The selected FortiClient installer in a profile controls what tabs are displayed for configuration in the profile. Only the tabs for the features in the selected installer are displayed for configuration in the profile. For example, if the installer includes only the VPN feature, only the *VPN* tab is displayed for you to configure. The *System Settings* tab always displays.

You can disable a feature included in the installer, then enable the feature in the profile later. For example, if the installer includes the Web Filter and VPN features, you can disable the Web Filter feature and keep the VPN feature enabled. When FortiClient is installed on the endpoint, the Web Filter is installed, but disabled.

1. Go to *Endpoint Profiles > Manage Profile*, and click the *Add* button.
2. On the *Deployment* tab, enable *FortiClient Deployment*. The FortiClient deployment options display.

The screenshot shows the FortiClient Enterprise Management Server interface. On the left is a navigation menu with options: Dashboard, Endpoints, Quarantine Management, Software Inventory, Endpoint Profiles (selected), Manage Profiles, Local Profiles, Default, Project Management Group, Profile Components, Gateway Lists, Administration, and System Settings. The main content area is titled 'FortiClient Enterprise Management Server' and shows the 'Deployment' tab for a profile. At the top, there's a 'Profile Name' input field and 'Basic'/'Advanced' tabs. Below this, a message states: 'Turning on Deployment disables Auto Patch in System Settings.' The 'FortiClient Deployment' toggle is turned on. Under the 'Action' section, there are buttons for 'Assign an...', 'Installer' (highlighted), and 'Uninstaller'. Below these is a dropdown menu labeled 'Select an Installer'. The 'Schedule' section shows a 'Start At' time of '08:00 PM' and a 'Reboot When Needed' toggle which is turned on. Below the toggle are two options: 'Reboot when no users are logged in' and 'Notify users and let the user decide when to reboot when they are logged in'.

3. Set the following options on the *Deployment* tab:

Action

|   |  |  |
|---|--|--|
| Assign an   |  | Click <i>Installer</i> .   |
| Installer   |  | In the <i>Installer</i> list, select the desired FortiClient installer. If you have not added a FortiClient installer to FortiClient EMS, see <a href="#">Creating FortiClient installers on page 143</a> .<br>The selected FortiClient installer affects what tabs display for configuration. Only tabs related to features enabled in the FortiClient installer display for configuration. |
| Schedule  |  |  |
| Start At  |  | Specify what time to start installing FortiClient on endpoints.  |
| Reboot When Needed  |  | Enable to reboot the endpoint to install FortiClient when needed.  |
| Reboot when no users is logged in   |  | Enable to allow the endpoint to reboot without prompt if no endpoint user is logged into FortiClient.  |
| Notify users and let the user decide when to reboot when they are logged in |  | Enable to notify the end user if a reboot of the endpoint is needed and allow the user to decide what time to reboot the endpoint.<br>Disable to reboot the endpoint without notifying the user.   |
| Credentials   |  |  |
| Username  |  | Enter the username to perform deployment on AD. You must enter the admin credentials for the AD in the profile. Enter the appropriate credentials in the profile to assign to the AD. The credentials allow EMS to install FortiClient on endpoints using AD. If the credentials are wrong, the installation fails, and an error displays in EMS.  |
| Password  |  | Enter the password to perform deployment on AD.  |

4. Set the options on the remaining tabs.
5. Click *Save*.

## Creating profiles to uninstall FortiClient

You can configure a profile to uninstall FortiClient from endpoints. You must create a new profile for this configuration. You cannot use the default profile to uninstall FortiClient from endpoints.

1. Go to *Endpoint Profiles > Manage Profiles*, and click the *Add* button.
2. On the *Deployment* tab, enable *FortiClient Deployment*. The FortiClient deployment options display.
3. Set the following options on the *Deployment* tab:

|           |                            |
|-----------|----------------------------|
| Action    |                            |
| Assign an | Click <i>Uninstaller</i> . |
| Schedule  |                            |

|   |   |
|---|---|
| Start At  | Specify what time to start uninstalling FortiClient from endpoints.   |
| Reboot When Needed  | Enable to reboot the endpoint to install FortiClient when needed.   |
| Reboot when no users is logged in   | Enable to allow the endpoint to reboot without prompt if no endpoint user is logged into FortiClient.   |
| Notify users and let the user decide when to reboot when they are logged in | Enable to notify the end user if a reboot of the endpoint is needed and allow the user to decide what time to reboot the endpoint.<br>Disable to reboot the endpoint without notifying the user.  |
| Credentials   |   |
| Username  | Enter the username to perform deployment on AD or workgroups.<br>If you are using an AD to uninstall FortiClient on endpoints, you must enter the admin credentials for the AD in the profile.<br>If you are using a workgroup to uninstall FortiClient on endpoints, FortiClient must be connected to FortiClient EMS. Admin credentials are not required.<br>When configuring the profile, know what method (AD or workgroup) is being used to uninstall FortiClient on endpoints. If using an AD, enter the appropriate credentials in the profile you will assign to the AD. The credentials allow EMS to uninstall FortiClient on endpoints by using AD. If the credentials are wrong, the uninstallation fails, and an error displays in EMS. |
| Password  | Enter the password to perform the uninstall on AD or workgroups.  |

- Click **Save**. When this profile is applied to a group of endpoints and the profile takes effect, Microsoft Security Center on the endpoint alerts the user that FortiClient is off and advises to enable Anti Virus and other protection. The system must reboot to complete the uninstall process, and will reboot as configured above. Once the reboot process has begun on the endpoint, the *Endpoints > System Events* tab for the endpoint displays a *FortiClient Telemetry-<hostname> has manually disconnected* message.  
Once the uninstall is complete, the endpoint appears on the *Endpoints* pane with only the uninstaller applied. The endpoint is shown as having no connection to EMS.

## Importing FortiGate profiles

In FortiOS, endpoint profiles are called FortiClient Compliance profiles. You can import a FortiClient Compliance profile into EMS, then edit the profile in FortiClient EMS to add a FortiClient installer or add configuration information that supports the FortiGate compliance rules.



To import profiles successfully from FortiOS to FortiClient EMS, FortiGate must have the HTTPS port open. In FortiOS, go to *Network > Interfaces > Administrative Access* and enable the *HTTPS* checkbox.

- Click *Endpoint Profiles > Manage Profiles > Import*. The *Import Profiles from FortiGate/FortiManager* window opens.

Import Profiles from FortiGate/FortiManager

Connect to FortiGate/FortiManager Preview and Select Configure Synchronization

Type

FortiGate FortiManager

Profile(s) will be imported as compliance rule(s)

IP address/Hostname

IP:Port

VDOM

root

Username

Required

Password

Quit Back Next Import

2. Under *Type*, select *FortiGate*.
3. Complete the following options, and click *Next*.

|                            |   |
|----------------------------|---|
| <b>IP address/Hostname</b> | Enter the IP address and port of the FortiGate device from which the profile is being imported, in the format: <ip address>:<port>. |
| <b>VDOM</b>                | Enter a VDOM name from the FortiGate if applicable.   |
| <b>Username</b>            | Enter the FortiGate's login username.   |
| <b>Password</b>            | Enter the FortiGate's login password.   |

The list of FortiClient Compliance profiles configured on the FortiGate displays.

Import Profiles from FortiGate/FortiManager

Connect to FortiGate/FortiManager Preview and Select Configure Synchronization

☐ test

☒ Android </>

☒ Desktop </>

☐ iOS </>

☐ default

☐ Android </>

☐ Desktop </>

☐ iOS </>

Quit Back Next Import

Under each profile name is the list of profiles created for different operating systems, such as desktops running a Windows or macOS operating system or devices running an Android operating system. In the example, under the test profile, *Android*, *Desktop*, and *iOS* profiles are listed. You can click the </> icon beside each profile to preview the settings in XML format.

4. Select the profiles to import into EMS and click *Next*.

Select the name of the profile to import all profiles for it into EMS. You can also clear the checkbox beside the profiles you do not want to import into EMS. For example, you can import the Android and desktop profiles, but not the iOS profile for a given profile name.

5. Under *Synchronization Mode*, select one of the following options.

- One Time Pull:** If selected, FortiClient EMS does not automatically sync profile changes from the FortiGate. You can manually sync profile changes after importing the profile. See [Syncing profile changes on page 118](#).
  - Group Schedule:** Select to configure a group synchronization schedule for all selected profiles. Select the next date and time to automatically update the profiles, and the profile update interval in days, hours, or seconds.
  - Individual Schedule:** Select to configure an individual synchronization schedule for each selected profile. Select the next date and time to automatically update each profile, and the profile update interval in days, hours, or seconds.
6. Click *Import*. The selected profiles are imported into EMS and display under the *Endpoint Profiles* pane in a group named after the FortiGate device from which they were imported.
  7. In the *Endpoint Profiles* page, select an imported profile to edit it.  
The options configured in the profile by the FortiGate administrator are read-only compliance rules. You cannot change them. You can edit additional options to provide configuration information to support the compliance rules. You can also add a FortiClient installer to the profile by using the *Deployment* tab. Custom installers can be created. See [Creating FortiClient installers on page 143](#).
  8. Edit the options on the tabs.
  9. Click *Save Profile*.

## Importing FortiClient profiles from FortiManager

You can import FortiClient profiles from FortiManager into EMS, then edit the profile in FortiClient EMS to add a FortiClient installer or add configuration information that supports the FortiGate compliance rules.



To import profiles successfully from FortiManager to FortiClient EMS, FortiManager must have the HTTPS port open. In FortiManager, go to *System Settings > Network* and enable the *HTTPS* checkbox.

1. Click *Endpoint Profiles > Manage Profiles > Import*. The *Import Profiles from FortiGate/FortiManager* window opens.



Import Profiles from FortiGate/FortiManager

Connect to FortiGate/FortiManager Preview and Select Configure Synchronization

Type

FortiGate FortiManager

IP address/Hostname

IP:Port

VDOM

root

Username

Required

Password

Quit Back Next Import

- Under *Type*, select *FortiManager*.
- Complete the following options, and click *Next*.

|                            |  |
|----------------------------|--|
| <b>IP address/Hostname</b> | Enter the IP address and port of the FortiManager device from which the profile is being imported, in the format: <ip address>:<port>. |
| <b>VDOM</b>                | Enter a VDOM name from the FortiManager if applicable.   |
| <b>Username</b>            | Enter the FortiManager's login username.   |
| <b>Password</b>            | Enter the FortiManager's login password.   |

The list of FortiClient profiles configured on the FortiManager displays.

Import Profiles from FortiGate/FortiManager

Connect to FortiGate/FortiManager Preview and Select Configure Synchronization

☐ test

☒ Android

☒ Desktop

☐ iOS

☐ default

☐ Android

☐ Desktop

☐ iOS

Quit Back Next Import

Under each profile name is the list of profiles created for different operating systems, such as desktops running a Windows or macOS operating system or devices running an Android operating system. In the example, under the test profile, *Android*, *Desktop*, and *iOS* profiles are listed. You can click the </> icon beside each profile to preview the settings in XML format.

4. Select the profiles to import into EMS and click *Next*.

Select the name of the profile to import all profiles for it into EMS. You can also clear the checkbox beside the profiles you do not want to import into EMS. For example, you can import the Android and desktop profiles, but not the iOS profile for a given profile name.

5. Under *Synchronization Mode*, select one of the following options.

- a. *One Time Pull*: If selected, FortiClient EMS does not automatically sync profile changes from the FortiManager. You can manually sync profile changes after importing the profile. See [Syncing profile changes on page 118](#).
  - b. *Group Schedule*: Select to configure a group synchronization schedule for all selected profiles. Select the next date and time to automatically update the profiles, and the profile update interval in days, hours, or seconds.
  - c. *Individual Schedule*: Select to configure an individual synchronization schedule for each selected profile. Select the next date and time to automatically update each profile, and the profile update interval in days, hours, or seconds.
6. Click *Import*. The selected profiles are imported into EMS and display under the *Endpoint Profiles* pane in a group named after the FortiManager device from which they were imported.
7. In the *Endpoint Profiles* page, select an imported profile to edit it.  
You can edit additional options to provide configuration information to support the compliance rules. You can also add a FortiClient installer to the profile by using the *Deployment* tab. Custom installers can be created. See [Creating FortiClient installers on page 143](#).
8. Edit the options on the tabs.
9. Click *Save Profile*.

## Creating profiles with XML

You can configure FortiClient profile settings in FortiClient EMS by using XML or a custom XML configuration file. The custom XML file must include all settings required by the endpoint at the time of deployment. For more information about how to configure a profile with XML, see the [FortiClient XML Reference](#).

1. Go to *Endpoint Profiles > Manage Profiles*, and click the *Add* button.
2. In the *Profile Name* box, enter a name for the profile.
3. Click the *Advanced* button. The *XML Configuration* tab displays, and the profile configuration displays in XML.
4. Click the *XML Configuration* tab, and click the *Edit* button.
5. Edit the XML.

6. Click *Test XML*.
7. Click *Save* to save the profile.

## Creating profiles to automatically upgrade FortiClient

You can create a profile to automatically upgrade FortiClient to the latest patch release. The profile must be configured with an installer that meets the following requirements:

- The FortiClient installer was created in FortiClient EMS 1.2.0 or later.
- The FortiClient installer was created with the latest FortiClient version available for selection in FortiClient EMS at the time the installer was created.
- The FortiClient installer was created with the *Keep software updated to the latest patch release* option enabled.

See [Creating FortiClient installers on page 143](#) for details on creating an installer.

With this configuration, when an upgrade is available, FortiClient downloads it directly from the FortiClient EMS server. Offline FortiClients remain without the upgrade until they contact the FortiClient EMS server.

1. Go to *Endpoint Profiles > Manage Profiles*, and click the *Add* button.
2. In the *Profile Name* box, enter a name for the profile.
3. On the *Deployment* tab, enable *FortiClient Deployment*.
4. Beside *Assign an*, click *Installer*.
5. From the *Installer* dropdown list, select the desired installer, or use the *Create a New Installer* button.
6. Configure the profile as desired, then click *Save Profile*.



If deploying an upgrade to a FortiClient endpoint running Windows 7, the *Enable TLS 1.0/1.1* option must be enabled. See [Configuring Server settings on page 170](#).

---

## Configuring profiles for Chromebooks

Chromebook profiles support web filtering by categories, black and white lists, and safe search. You can create different profiles and assign them to different groups in the Google domain.

These topics describe creating and configuring profiles for Chromebook endpoints.

### Adding new profiles

When you install FortiClient EMS, a default profile is created. This profile is applied to any domains you add to FortiClient EMS.



It is recommended to add Yandex search engine to the black list in the profile.

---

1. Go to *Endpoint Profiles > Manage Profiles*, and click the *Add Chrome* button.
2. In the *Profile Name* box, enter the profile name.

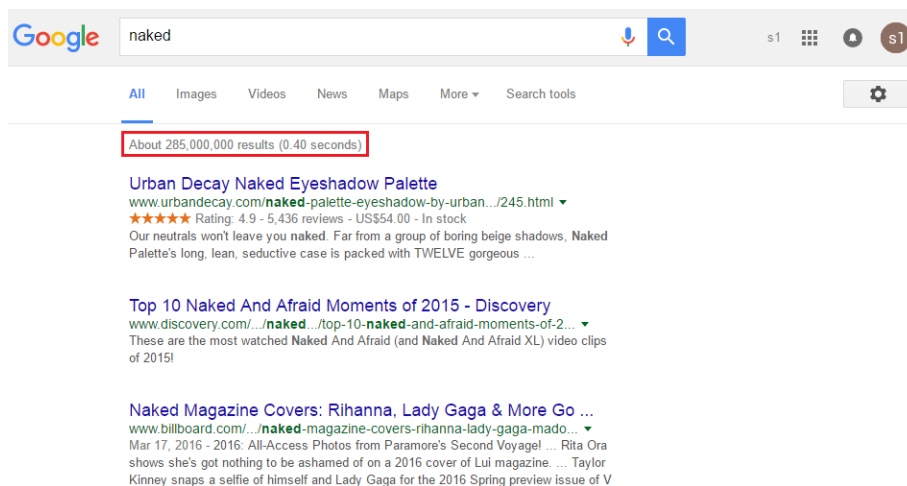
3. On the *Web Filter* tab, enable *Web Filter*, and set the web filtering options.
4. On the *System Settings* tab, set the logging options.
5. Click *Save*.

## Enabling/disabling safe search

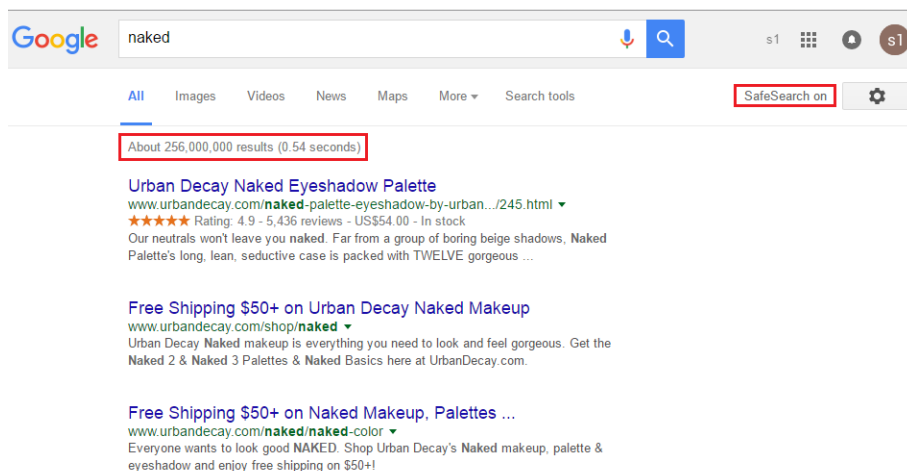
The search engine provides a Safe Search feature that blocks inappropriate or explicit images from search results. The Safe Search feature helps avoid most adult content. FortiClient EMS supports Safe Search for most common search engines, such as Google, Yahoo, and Bing.

The profile in FortiClient EMS controls the Safe Search feature.

Following are examples of search results with the Safe Search feature disabled and enabled. Notice the difference between the number of results. Here are the search results when the Safe Search feature is disabled, which has about 285000000 results:



Here are the search results when the Safe Search feature is enabled, which has about 256000000 results.



1. In FortiClient EMS, in the *Endpoint Profiles > Manage Profiles* area, click the *Default - Chromebooks* profile or another profile.
2. On the *Web Filter* tab, enable or disable *Enable Safe Search*.

## Viewing profiles

When you create endpoint profiles, they are listed under *Endpoint Profiles* in the left pane. You can view endpoint profiles and their settings.

1. Go to *Endpoint Profiles > Manage Profiles*. The content pane displays the list of profiles.
2. Click a profile name, then click *Edit*. The settings display in the content pane.

## Assigning profiles

- [Assigning profiles to Windows, macOS, and Linux endpoints on page 117](#)
- [Assigning profiles to Chromebooks on page 117](#)

### Assigning profiles to Windows, macOS, and Linux endpoints

After creating the profile, you can assign the profile to domains or workgroups. When you assign the profile to domains or workgroups, the profile settings are automatically pushed to the endpoints in the domain or workgroup.

If you do not assign a profile to a specific domain or workgroup, the default profile is automatically applied.

1. Go to *Endpoints*.
2. Right-click a domain or group, select *Assign profile*, then the profile. A confirmation dialog box displays.
3. Click *Yes*. The profile is assigned.

### Assigning profiles to Chromebooks

After creating the profile, you can assign the profile to Google domains. When you assign the profile to domains, the profile settings are automatically pushed to the Chromebooks in the domain.

1. Go to *Google Domains*.
2. Right-click a domain, select *Assign Profile*, then the profile. The profile is assigned.
3. Hover the mouse over the name of the domain to view the name of the assigned profile.

## Managing profiles

You can manage profiles from the *Endpoint Profiles* pane.

### Editing profiles

When you edit a profile assigned to endpoints or domains, the changes are automatically pushed to the endpoints or Chromebooks when you save the profile.

1. Go to *Endpoint Profiles*, and select a profile.
2. Click *Edit*. The profile settings display in the content pane.
3. Edit the settings. See [Profile references on page 119](#).
4. Click *Save*. If the profile is assigned to endpoints/domains, the changes are pushed to the endpoints/domains.

## Cloning profiles

1. Go to *Endpoint Profiles > Manage Profiles*.
2. Select a profile, and click the *Clone* button. The cloned profile displays in the content pane.
3. In the *Profile Name* box, enter a name for the profile.
4. Configure the settings on the tabs. See [Profile references on page 119](#).
5. Click *Save*.

## Syncing profile changes

For profiles imported from FortiGate or FortiManager, you can manually sync profiles so they are updated with the latest changes from the FortiGate or FortiManager they were imported from.

1. Go to *Endpoint Profiles > Manage Profiles*.
2. Select the desired profile.
3. Click *Sync Now*.

## Editing sync schedules

For profiles imported from FortiGate or FortiManager, you can edit the sync schedule.

1. Go to *Endpoint Profiles > Manage Profiles*.
2. Select the desired profile.
3. Click *Edit Sync Schedule*.
4. In the *Synchronization Settings* window, configure the following options:
  - a. *One Time Pull*: If selected, FortiClient EMS does not automatically sync profile changes from the FortiGate. You can manually sync profile changes after importing the profile. See [Syncing profile changes on page 118](#).
  - b. *Group Schedule*: Select to configure a group synchronization schedule for all selected profiles. Select the next date and time to automatically update the profiles, and the profile update interval in days, hours, or seconds.
  - c. *Individual Schedule*: Select to configure an individual synchronization schedule for each selected profile. Select the next date and time to automatically update each profile, and the profile update interval in days, hours, or seconds.

## Deleting profiles

You cannot delete the default profiles.

1. Go to *Endpoint Profiles > Manage Profiles*.
2. Click desired profile, then click the *Delete* button. A popup displays.
3. Click *Yes*. The profile is deleted.

## Profile references

This section contains descriptions of the tabs and options used to configure profiles.

Note that for Chromebooks, only the *Web Filter* and *System Settings* tabs are available. All other tabs are exclusive to Windows, macOS, and Linux endpoints.

### Profile Name

| Option       | Description   |
|--------------|---|
| Profile Name | Enter a name for the profile.   |
| Basic        | Select to display the basic options for configuration.  |
| Advanced     | Select to configure the profile using XML on the <i>XML Configuration</i> tab. Displays advanced options for configuration. This option is only available for Windows, macOS, and Linux profiles. |

### AntiVirus Protection

Enable antivirus protection. Some options only display if you enable *Advanced* view. Configure the following options:

| Options   | Description  |
|---|--|
| AntiVirus Protection  | Toggle to enable or disable AntiVirus protection.  |
| <b>Real-Time Protection</b>   | Toggle to enable or disable real-time protection.  |
| Action On Virus Discovery   | <ul style="list-style-type: none"> <li>Warn the User If a Process Attempts to Access Infected Files</li> <li>Quarantine Infected Files. You can use FortiClient to view, restore, or delete the quarantined file, as well as view the virus name, submit the file to FortiGuard, and view logs.</li> <li>Deny Access to Infected Files</li> <li>Ignore Infected Files</li> </ul> |
| Alert When Viruses Are Detected   | If enabled, displays the <i>Virus Alert</i> dialog when a virus is detected while attempting to download a file via a web browser. The dialog allows you to view recently detected viruses, their locations, and statuses.   |
| Identify Malware and Exploits Using Signatures Received from FortiSandbox | If enabled, uses signatures from FortiSandbox to identify malware and exploits. This option is available only if the <i>Sandbox Detection</i> tab is enabled. Enter the number of minutes after which to update signatures.  |
| Block Known Communication Channels Used by Attackers                      | Enable or disable C&C detection using IRDB signatures. Check network traffic against known Command and Control Communication IP address plus port number combinations.   |

| Options  | Description   |
|--|---|
| Block Access to Malicious Websites                               | Block all access to malicious websites. You must select <i>FortiProxy (Disable Only When Troubleshooting)</i> on the <i>System Settings</i> tab before you can enable this option.  |
| Use the Exclusion List Defined in the Web Filter Profile         | If this option is enabled, the exclusion list on the <i>Web Filter</i> tab is used. If this option is not enabled, you must define exclusions under <i>Exclusions</i> .   |
| Scan Compressed Files  | Enable to scan archive files, including zip, rar, and tar files, for threats. Default file extensions are listed in RTP exclusions below.   |
| Max Size   | Only scan files under the specified size. To allow scanning compressed files of any size, enter 0.  |
| Scan Files Accessed by User Process                              | Configure when RTP should scan files accessed by the user process. Select one of the following: <ul style="list-style-type: none"> <li>• Scan Files When Processes Read or Write Them</li> <li>• Scan Files When Processes Read Them</li> <li>• Scan Files When Processes Write Them</li> </ul>   |
| Scan Network Files   | Enable to scan network files for threats when a user process accesses them.   |
| System Process Scanning  | Enable system process scanning. Select one of the following: <ul style="list-style-type: none"> <li>• Scan Files When System Processes Read or Write Them</li> <li>• Scan Files When System Processes Read Them</li> <li>• Scan Files When System Processes Write Them</li> <li>• Do Not Scan Files When System Processes Read or Write Them</li> </ul>   |
| <b>On Demand Scanning</b>  |   |
| Action On Virus Discovery  | Select one of the following from the dropdown list: <ul style="list-style-type: none"> <li>• Warn the User If a Process Attempts to Access Infected Files</li> <li>• Quarantine Infected Files. You can use FortiClient to view, restore, or delete the quarantined file, as well as view the virus name, submit the file to FortiGuard, and view logs.</li> <li>• Ignore Infected Files</li> </ul> |
| Integrate FortiClient into Windows Explorer's Context Menu       | Adds a <i>Scan with FortiClient AntiVirus</i> option to the Windows Explorer right-click menu.  |
| Pause Scanning When Running on Battery Power                     | Enable to pause scanning when the computer is running on battery power.   |
| Automatically Submit Suspicious Files to FortiGuard for Analysis | Enable to automatically submit suspicious files to FortiGuard for analysis. You do not receive feedback for files submitted for analysis. The FortiGuard team is able to create signatures for any files that are submitted for analysis and determined to be malicious.  |



| Options                          | Description   |
|----------------------------------|---|
| Scan Compressed Files            | Enable to scan archive files, including zip, rar, and tar files, for threats.   |
| Max Size                         | Only scan files under the specified size. To allow scanning compressed files of any size, enter 0.  |
| Max Scan Speed on Computers With | <p>Select the minimum amount of memory that must be installed on a computer to maximize scan speed. Antivirus will maximize scan speed by loading signatures on computers with a minimum amount of memory:</p> <ul style="list-style-type: none"> <li>• 4 GB</li> <li>• 6 GB</li> <li>• 8 GB</li> <li>• 12 GB</li> <li>• 16 GB</li> </ul>   |
| <b>Scheduled Scan</b>            | Enable scheduled scans.   |
| Schedule Type                    | Select <i>Daily</i> , <i>Weekly</i> , or <i>Monthly</i> .   |
| Scan On                          | If <i>Weekly</i> is selected, select the day of the week to perform the scan. If <i>Monthly</i> is selected, select the day of the month to perform the scan. Note that if you configure monthly scans to occur on the 31st of each month, the scan occurs on the first day of the month for months with fewer than 31 days.                |
| Start At                         | Configure the start time for the scheduled scan.  |
| Scan Type                        | Select <i>Quick</i> , <i>Full</i> , or <i>Custom</i> .  |
| Quick                            | Runs the rootkit detection engine to detect and remove rootkits. The quick scan only scans the following items for threats: executable files, DLLs, and drivers that are currently running.   |
| Full                             | <p>Runs the rootkit detection engine to detect and remove rootkits, then performs a full system scan of all files, executable files, DLLs, and drivers. If <i>Full</i> is selected, you have the following options:</p> <ul style="list-style-type: none"> <li>• Scan removable media, if present</li> <li>• Scan network drives</li> </ul> |
| Custom                           | Runs the rootkit detection engine to detect and remove rootkits. In the <i>Folder</i> field, enter the full path of the folder on your local hard disk drive that will be scanned.  |
| Scan Priority                    | Set to <i>Low</i> , <i>Normal</i> , or <i>High</i> . This refers to the amount of processing power the scan uses and its impact on other processes.   |
| Scan Removable Media             | Enable to scan connected removable media, such as USB drives, for threats, if present.  |
| Scan Network Drives              | Enable to scan attached or mounted network drives for threats.  |

| Options  | Description   |
|--|---|
| Enable Scheduled Scans Even When a Third-Party AV Product Is Present | Enable scheduled scans even when a third party AV product is present.   |
| <b>Anti-Exploit</b>  | Toggle to enable anti-exploit engine to monitor commonly used applications for attempts to exploit known vulnerabilities.   |
| Show System Tray Notifications                                       | Enable to show system tray notifications when an exploit is detected.   |
| Application Exclusion List   | Select applications to exclude from anti-exploit detection.   |
| <b>Removable Media Access</b>  | Toggle to enable controlling access to removable media devices, such as USB drives.   |
| Control removable media access                                       | Configure the action to take with removable media devices. Available options are: <ul style="list-style-type: none"> <li>• <i>Allow</i>: Allow access to all removable media devices connected to the endpoint.</li> <li>• <i>Deny</i>: Deny access to all removable media devices connected to the endpoint.</li> <li>• <i>Monitor</i>: Log all removable media device connections to the endpoint.</li> </ul>   |
| Show bubble notifications  | Enable or disable bubble notifications when removable media access is blocked.  |
| <b>Exclusions</b>  | <p>Enable exclusions from antivirus scanning. FortiClient EMS supports using wildcards and path variables to specify files and folders to exclude from scanning. The following wildcards and variables are supported:</p> <ul style="list-style-type: none"> <li>• Using wildcards to exclude a range of file names with a specified extension, such as Edb*.jrs</li> <li>• Using wildcards to exclude all files with a specified extension, such as *.jrs</li> <li>• Path variable %windir%</li> <li>• Path variable %allusersprofile%</li> <li>• Path variable %systemroot%</li> <li>• Path variable %systemdrive%</li> </ul> <p>Note that having a longer exclusion list affects antivirus performance. It is advised to keep the exclusion list as short as possible.</p> |
| Paths to Excluded Folders  | Enter fully qualified excluded folder paths in the provided text box to exclude these folders from RTP and on-demand scanning.  |

| Options   | Description   |
|---|---|
| Paths to Excluded Files                               | Enter fully qualified excluded files in the provided text box to exclude these files from RTP and on-demand scanning.   |
| File Extensions Excluded from Real-Time Protection    | Realtime AV protection skips scanning files with the specified extensions.  |
| File Extensions Excluded from On Demand Scanning      | On demand AV protection skips scanning files with the specified extensions.   |
| <b>Other</b>  |   |
| Scan for Rootkits                                     | <p>Enable to scan for files implementing advanced OS hooks used by malware to protect themselves from being shutdown, killed, or deleted.</p> <p>A rootkit is a collection of programs that enable administrator-level access to a computer or computer network. Typically a rootkit is installed on a computer after first obtaining user-level access by exploiting a known vulnerability or cracking a password.</p>   |
| Scan for Adware                                       | <p>Enable to scan for adware.</p> <p>Adware is a form of software that downloads or displays unwanted ads when a user is online.</p>  |
| Scan for Riskware                                     | <p>Enable to scan for riskware.</p> <p>Riskware refers to legitimate programs which, when installed and executed, presents a possible but not definite risk to the computer.</p>  |
| Enable Advanced Heuristics                            | Enable AV scan with heuristics signature. Advanced heuristics is a sequence of heuristics to detect complex malware.  |
| Scan Removable Media on Insertion                     | Enable to scan removable media (CDs, DVDs, Blu-ray disks, USB keys etc.) on insertion.  |
| Scan Email  | Enable to scan emails for threats with SMTP and POP3 protocols.   |
| Scan MIME files (Inbox Files)                         | <p>Enable to scan inbox email content with MIME file types.</p> <p>Multipurpose Internet Mail Extensions (MIME) is an Internet standard that extends the format of the email to support the following:</p> <ul style="list-style-type: none"> <li>• Text in character sets other than ASCII</li> <li>• Non text attachments (audio, video, images, applications)</li> <li>• Message bodies with multiple parts</li> </ul> |
| Enable FortiGuard Analytics                           | Automatically sends suspicious files to FortiGuard for analysis.  |
| Notify Logged in Users if Their AV Signatures Expired | Enable to notify logged in users if their AntiVirus signatures have expired.  |

## Sandbox Detection

Enable Sandbox Detection. Some options only display if you enable *Advanced* view. Configure the following options:

| Options                        |   | Description   |
|--------------------------------|---|---|
| Sandbox Detection              |   | Enable or disable Sandbox Detection.  |
| <b>Server</b>                  |   |   |
|                                | FortiSandbox  | Select the desired FortiSandbox unit from the list of FortiSandbox units configured on the <i>Manage FortiSandboxes</i> pane. See <a href="#">Managing FortiSandbox units on page 149</a> .   |
|                                | Wait for FortiSandbox Results before Allowing File Access | <p>Enable to have the endpoint user wait for FortiSandbox scanning results before being allowed access to files. Set the timeout in seconds.</p> <p>Disable to allow the endpoint user to access files before FortiSandbox results are provided.</p>  |
|                                | Deny Access to File When There Is No Sandbox Result       | <p>You have the option to:</p> <ul style="list-style-type: none"> <li>Deny Access to Downloaded Files If FortiSandbox Is Offline.</li> <li>Enter the <i>Timeout</i> value in seconds. File access is allowed if FortiSandbox results are not received when the timeout expires. Set to -1 to infinitely restrict access to the file.</li> </ul> |
| <b>File Submission Options</b> |   |   |
|                                | All Files Executed from Removable Media                   | Submit all files executed on removable media, such as USB drives, to FortiSandbox for analysis.   |
|                                | All Files Executed from Mapped Network Drives             | Submit all files executed from mapped network drives.   |
|                                | All Web Downloads   | Submit all web downloads.   |
|                                | All Email Downloads                                       | Submit all email downloads.   |
| <b>Remediation Actions</b>     |   |   |
|                                | Action  | Choose <i>Quarantine</i> or <i>Alert &amp; Notify</i> for infected files.   |
| <b>Exceptions</b>              |   |   |
|                                | Exclude Files from Trusted Sources                        | Enable to not submit files signed by trusted sources.   |
|                                | Exclude Specified Folders/Files                           | Enable to exclude specified folders/files. You must also create the exclusion list.   |

## Web Filter

For Windows, macOS, and Linux profiles, you must enable *FortiProxy (Disable Only When Troubleshooting)* on the *System Settings* tab to use the *Web Filter* options.

| Configuration          |   | Description   |
|------------------------|---|---|
| Web Filter             |   | Enable or disable web filtering.  |
| <b>General</b>         |   |   |
|                        | Client Web Filtering When On-Net                    | Enable client web filtering when on-net. Only available for Windows and macOS profiles. This setting affects the <i>Block Access to Malicious Websites</i> setting in <a href="#">AntiVirus Protection on page 119</a> .  |
|                        | Log All URLs  | Enable to log all URLs.   |
|                        | Log User Initiated Traffic                          | Enable to log user initiated traffic.   |
|                        | Show Bubble Notification When HTTPS Site Is Blocked | Enable to show a bubble notification when an HTTPS site is blocked.   |
|                        | Enable Safe Search                                  | Enable safe search. Only available for Chromebook profiles. When safe search is enabled, the endpoint's Google search is set to <i>Restricted mode</i> , and YouTube access is set to <i>Strict Restricted access</i> . To set YouTube access to <i>Moderate Restricted</i> or <i>Unrestricted YouTube access</i> , you can disable Safe search and configure Google Search and YouTube access with the Google Admin Console instead of FortiClient EMS for Chromebooks.  |
| <b>Site Categories</b> |   | <p>Select to enable site categories from FortiGuard. When site categories are disabled, FortiClient is protected by the exclusion list. See the <a href="#">FortiGuard</a> website for descriptions of the available categories and subcategories.</p> <p>For all categories below, you can configure an action for the entire site category by selecting one of the following:</p> <ul style="list-style-type: none"> <li>• Block</li> <li>• Warn</li> <li>• Allow</li> <li>• Monitor</li> </ul> <p>You can also click the + button beside the site category to view all subcategories and configure individual actions (Block, Warn, Allow, Monitor) for each subcategory. Each site category's subcategories are listed below.</p> |
|                        | Adult/Mature Content                                | <ul style="list-style-type: none"> <li>• Abortion</li> <li>• Advocacy Organizations</li> <li>• Alcohol</li> <li>• Alternative Beliefs</li> <li>• Dating</li> <li>• Gambling</li> <li>• Lingerie and Swimsuit</li> <li>• Marijuana</li> </ul>  |

| Configuration             | Description   |
|---------------------------|---|
|                           | <ul style="list-style-type: none"> <li>• Nudity and Risque</li> <li>• Other Adult Materials</li> <li>• Pornography</li> <li>• Sex Education</li> <li>• Sports Hunting and War Games</li> <li>• Tobacco</li> <li>• Weapons (Sales)</li> </ul>  |
| Bandwidth Consuming       | <ul style="list-style-type: none"> <li>• File Sharing and Storage</li> <li>• Freeware and Software Downloads</li> <li>• Internet Radio and TV</li> <li>• Internet Telephony</li> <li>• Peer-to-peer File Sharing</li> <li>• Streaming Media and Download</li> </ul>   |
| General Interest-Business | <ul style="list-style-type: none"> <li>• Armed Forces</li> <li>• Business</li> <li>• Charitable Organizations</li> <li>• Finance and Banking</li> <li>• General Organizations</li> <li>• Government and Legal Organizations</li> <li>• Information Technology</li> <li>• Information and Computer Security</li> <li>• Online Meeting</li> <li>• Remote Access</li> <li>• Search Engines and Portals</li> <li>• Secure Websites</li> <li>• Web Analytics</li> <li>• Web Hosting</li> <li>• Web-based Applications</li> </ul> |

| Configuration                 | Description   |
|-------------------------------|---|
| General Interest-<br>Personal | <ul style="list-style-type: none"><li>• Advertising</li><li>• Arts and Culture</li><li>• Auction</li><li>• Brokerage and Trading</li><li>• Child Education</li><li>• Content Servers</li><li>• Digital Postcards</li><li>• Domain Parking</li><li>• Dynamic Content</li><li>• Education</li><li>• Entertainment</li><li>• Folklore</li><li>• Games</li><li>• Global Religion</li><li>• Health and Wellness</li><li>• Instant Messaging</li><li>• Job Search</li><li>• Meaningless Content</li><li>• Medicine</li><li>• News and Media</li><li>• Newsgroups and Message Boards</li><li>• Personal Privacy</li><li>• Personal Vehicles</li><li>• Personal Websites and Blogs</li><li>• Political Organizations</li><li>• Real Estate</li><li>• Reference</li><li>• Restaurant and Dining</li><li>• Shopping</li><li>• Social Networking</li><li>• Society and Lifestyles</li><li>• Sports</li><li>• Travel</li><li>• Web Chat</li><li>• Web-based Email</li></ul> |

| Configuration                           | Description  |
|---|--|
| Potentially Liable                      | <ul style="list-style-type: none"> <li>• Child Abuse</li> <li>• Discrimination</li> <li>• Drug Abuse</li> <li>• Explicit Violence</li> <li>• Extremist Groups</li> <li>• Hacking</li> <li>• Illegal or Unethical</li> <li>• Plagiarism</li> <li>• Proxy Avoidance</li> </ul>   |
| Security Risk                           | <ul style="list-style-type: none"> <li>• Dynamic DNS</li> <li>• Malicious Websites</li> <li>• Newly Observed Domain</li> <li>• Newly Registered Domain</li> <li>• Phishing</li> <li>• Spam URLs</li> </ul>   |
| Unrated                                 |  |
| Rate IP Addresses                       | <p>Enable to have FortiClient request the rating of the site by URL and IP address separately, providing additional security against attempts to bypass the FortiGuard Web Filter.</p> <p>If the rating determined by the domain name and the rating determined by the IP address differ, the Action that is enforced will be determined by a weighting assigned to the different categories. The higher weighted category will take precedence in determining the action. This will have the side effect that sometimes the Action will be determined by the classification based on the domain name and other times it will be determined by the classification that is based on the IP address.</p> <p>FortiGuard Web Filter ratings for IP addresses are not updated as quickly as ratings for URLs. This can sometimes cause FortiClient to allow access to sites that should be blocked, or to block sites that should be allowed.</p> <p>An example of how this would work would be if a URL's rating based on the domain name indicated that it belonged in the category Lingerie and Swimsuit, which is allowed but the category assigned to the IP address was Pornography which has an action of Block, because the Pornography category has a higher weight the effective action is Block.</p> |
| Allow websites when rating error occurs | <p>Configure the action to take with all websites when FortiGuard is temporarily unavailable. This may occur when an endpoint is forced to access a network via a captive portal. FortiClient takes the configured action until contact is reestablished with FortiGuard.</p> <p>Available options are:</p>  |



| Configuration         | Description  |
|-----------------------|--|
|                       | <ul style="list-style-type: none"> <li>Block: Deny access to any websites. This may prevent endpoints from accessing captive portals.</li> <li>Warn: Display in-browser warning to user, with an option to proceed to the website</li> <li>Allow: Allow full, unfiltered access to all websites</li> <li>Monitor: Log the site access</li> </ul> |
| <b>Exclusion List</b> |  |
| Action                | Select one of the following actions: <ul style="list-style-type: none"> <li>Allow</li> <li>Block</li> <li>Monitor</li> </ul>   |
| URL                   | Enter specific URLs to allow, block, or monitor.   |
| Type                  | Select one of the following types: <ul style="list-style-type: none"> <li>Simple</li> <li>Wildcard</li> <li>Regular Expression</li> </ul> Wildcard characters and Perl Compatible Regular Expressions (PCRE) can be used.  |

## Application Firewall

| Configuration  | Description  |
|--|--|
| Application Firewall   | Enable or disable application control.   |
| <b>General</b>   |  |
| Notification Bubbles on User's Desktop When Applications Are Blocked | Enable notification bubbles when applications are blocked.                                   |
| Detect & Block Exploits  | Enable to inspect network traffic for intrusions attempting to exploit known vulnerabilities |
| <b>Categories</b>  | Enable FortiClient firewall to allow, block or monitor applications based on their signature |

| Configuration                | Description   |
|------------------------------|---|
|                              | Block, allow or monitor the following categories: <ul style="list-style-type: none"> <li>• Botnet</li> <li>• Business</li> <li>• Cloud.IT</li> <li>• Collaboration</li> <li>• Email</li> <li>• Game</li> <li>• General.Interest</li> <li>• Industrial</li> <li>• Mobile</li> <li>• Network.Service</li> <li>• P2P</li> <li>• Proxy</li> <li>• Remote.Access</li> <li>• Social.Media</li> <li>• Storage.Backup</li> <li>• Update</li> <li>• Video/Audio</li> <li>• VoIP</li> <li>• Web.Others</li> <li>• All Other Unknown Applications</li> </ul> |
| <b>Application Overrides</b> | Enable FortiClient firewall to allow, block or monitor applications based on their signature.   |
| Delete                       | Delete an application.  |
| Add Signature                | Add a signature to an application.  |

## VPN

| Configuration              | Description   |
|----------------------------|---|
| VPN                        | Enable or disable VPN use.  |
| <b>General</b>             |   |
| Allow Personal VPN         | Enable to allow users to create, modify, and use personal VPN configurations. |
| Disable Connect/Disconnect | Enable to disable connect/disconnect.   |

| Configuration    |   | Description  |
|------------------|---|--|
|                  | Show VPN before Logon                   | Enable to allow users to select a VPN connection before logging into the system.   |
|                  | Minimize FortiClient Console On Connect | Enable to minimize the window upon connecting.   |
|                  | Show Connection Progress                | Display information on FortiClient dashboard while establishing connections.   |
|                  | Use Vendor ID                           | Enable to use vendor ID. Enter the vendor ID in the Vendor ID box.   |
|                  | Current Connection                      | Select the current VPN tunnel.   |
|                  | Keep Running Max Tries                  | The maximum number of attempts to retry a VPN connection that was lost due to network issues. If set to 0, it will retry indefinitely  |
| <b>SSL VPN</b>   |   | Enable SSL VPN.  |
|                  | DNS Cache Service Control               | FortiClient disables Windows DNS cache when an SSL VPN tunnel is established. The DNS cache is restored after the SSL VPN tunnel is disconnected. If it is observed that FSSO clients do not function correctly when an SSL VPN tunnel is up, use <i>Prefer SSL VPN DNS</i> to control the DNS cache.  |
|                  | Prefer SSL VPN DNS                      | When disabled, custom DNS server from SSL VPN will not be added to physical interface. When enabled, custom DNS server from SSL VPN will be prepended to physical interface.   |
| <b>IPsec VPN</b> |   | Enable IPsec VPN.  |
|                  |   | Enable or disable the following: <ul style="list-style-type: none"> <li>• Beep If Connection Fails</li> <li>• Use Windows Store Certificates               <ul style="list-style-type: none"> <li>• Current User Windows Store Certificates (IPsec only)</li> <li>• Local Computer Windows Store Certificates (IPSec only)</li> </ul> </li> <li>• Use Smart Card Certificates</li> <li>• Show Auth Certificates Only</li> <li>• Block IPv6</li> <li>• Enable UDP Checksum</li> <li>• Disable Default Route</li> <li>• Check for Certificate Private Key</li> <li>• Enhanced Key Usage Mandatory</li> </ul> |

The following options are available in the *Creating VPN Tunnel* window after clicking the *Add Tunnel* button in the *VPN Tunnels* section.

| Basic Settings |   |
|----------------|---|
| Name           | Enter a VPN name. Use only standard alphanumeric characters. Do not use symbols or accented characters. |

|                           |   |
|---------------------------|---|
| Type                      | Select <i>SSL VPN</i> or <i>IPsec VPN</i> .   |
| Remote Gateway            | Enter the IP address/hostname of the remote gateway. Multiple remote gateways can be configured by separating each entry with a semicolon. If one gateway is not available, the VPN will connect to the next configured gateway.  |
| Port                      | Enter the access port. Available if <i>SSL VPN</i> is selected. The default port is 443.  |
| Require Certificate       | Enable to require a certificate. Available if <i>SSL VPN</i> is selected.   |
| Authentication Method     | Select the authentication method for the VPN. Available if <i>IPsec VPN</i> is selected.  |
| Pre-Shared Key            | Enter the pre-shared key required. Available if <i>Pre-Shared Key</i> is selected for <i>Authentication Method</i> .  |
| Prompt for Username       | Enable to prompt for the username when accessing VPN.   |
| <b>VPN Settings</b>       | Available if <i>IPsec VPN</i> is selected for the VPN type.   |
| Mode                      | Select <i>Main</i> or <i>Aggressive</i> .   |
| Options                   | Select <i>Mode Config</i> , <i>Manual Set</i> , or <i>DHCP over IPsec</i> .   |
| Specify DNS Server (IPv4) | Specify the DNS server for the VPN tunnel. Available if <i>Manual Set</i> is selected.  |
| Assign IP Address (IPv4)  | Enter the IP address to assign for the VPN tunnel. Available if <i>Manual Set</i> is selected.  |
| Split Table               | Enter the IP address and subnet mask for the VPN tunnel. Available if <i>Manual Set</i> or <i>DHCP over IPsec</i> is selected.  |
| <b>Phase 1</b>            | Available if <i>IPsec VPN</i> is selected for the VPN type.<br>Select the encryption and authentication algorithms used to generate keys for protecting negotiations and add encryption and authentication algorithms as required.<br>You need to select a minimum of one and a maximum of two combinations. The remote peer or client must be configured to use at least one of the proposals that you define. |
| Encryption                | Select the encryption standard.   |
| Authentication            | Select the authentication method.   |
| DH Groups                 | Select one or more Diffie-Hellman groups from DH group 1, 2, 5, 14, 15, 16, 17, 18, 19 and 20. At least one of the DH Group settings on the remote peer or client must match one the selections on the FortiGate unit. Failure to match one or more DH groups will result in failed negotiations.   |

|                                      |   |
|--------------------------------------|---|
| Key Life                             | Enter the time (in seconds) that must pass before the IKE encryption key expires. When the key expires, a new key is generated without interrupting service. The key life can be from 120 to 172,800 seconds.   |
| Local ID                             | Enter the local ID.   |
| Enable Implied SPDO                  | Enable implied SPDO. Enter the timeout in seconds.  |
| Dead Peer Detection                  | Select this checkbox to reestablish VPN tunnels on idle connections and clean up dead IKE peers if required.  |
| NAT Traversal                        | Select the checkbox if a NAT device exists between the client and the local FortiGate unit. The client and the local FortiGate unit must have the same NAT traversal setting (both selected or both cleared) to connect reliably.   |
| Enable Local LAN                     | Enable local LAN.   |
| Enable IKE Fragmentation             | Enable IKE fragmentation.   |
| <b>Phase 2</b>                       | Available if <i>IPsec VPN</i> is selected for the VPN type.<br>Select the encryption and authentication algorithms that will be proposed to the remote VPN peer. You can specify up to two proposals. To establish a VPN connection, at least one of the proposals that you specify must match configuration on the remote peer.  |
| Encryption                           | Select the encryption standard.   |
| Authentication                       | Select the authentication method.   |
| DH Group                             | Select one Diffie-Hellman (DH) group (1, 2, 5, 14, 15, 16, 17, 18, 19 or 20). This must match the DH Group that the remote peer or dialup client uses.  |
| Key Life                             | The Key Life setting sets a limit on the length of time that a phase 2 key can be used. The default units are seconds. Alternatively, you can set a limit on the number of kilobytes (KB) of processed data, or both. If you select both, the key expires when either the time has passed or the number of KB have been processed. When the phase 2 key expires, a new key is generated without interrupting service. |
| Enable Replay Detection              | Replay detection enables the unit to check all IPsec packets to see if they have been received before. If any encrypted packets arrive out of order, the unit discards them.  |
| Enable Perfect Forward Secrecy (PFS) | Select the checkbox to enable Perfect forward secrecy (PFS). PFS forces a new Diffie-Hellman exchange when the tunnel starts and whenever the phase 2 key life expires, causing a new key to be generated each time.  |

|  |  |
|--|--|
| Auto Keep Alive                                      | Enable auto keep alive.  |
| Allow non-administrators to use machine certificates | Enable to allow non-administrator users to use local machine certificates.   |
| <b>Advanced Settings</b>                             |  |
| Enable One-Time Password                             | Enable one-time password. Available if <i>IPsec VPN</i> is selected for the VPN type.  |
| Enable XAuth   | Enable IKE Extended Authentication (xAuth). Available if <i>IPsec VPN</i> is selected for the VPN type.  |
| XAuth Timeout  | Only available if <i>Enable XAuth</i> is enabled. Configure the IKE Extended Authentication (xAuth) timeout in seconds. Default value is two minutes if not configured. Enter a value between 120 and 300 seconds. |
| Prompt for Certificate                               | Enable to prompt the user for the certificate. Available if <i>IPsec VPN</i> is selected for the VPN type.   |
| Enable Single User Mode                              | Enable Single User Mode.   |
| Show Passcode  | Display Passcode instead of Password in the VPN tab on the FortiClient console.  |
| Enable Invalid Server Certificate Warning            | Enable to display a warning to the user that the certificate is invalid before attempting VPN connection. Available if <i>SSL VPN</i> is selected for the VPN type.  |
| Save Username  | Enable to save your username.  |
| Allow Non-Administrators to Use Machine Certificates | Enable to allow non-administrator users to use local machine certificates. Available if <i>SSL VPN</i> is selected for the VPN type.   |
| Show "Remember Password" Option                      | Enable to have the VPN tunnel remember the password.   |
| Show "Always Up" Option                              | Enable to have the VPN tunnel always up. This also needs to be enabled on the FortiGate.   |
| Show "Auto Connect" Option                           | Enable to automatically connect the VPN tunnel. This also needs to be enabled on the FortiGate.  |
| On Connect Script                                    | Enable the on connect script. Enter your script. This also needs to be enabled on the FortiGate.   |
| On Disconnect Script                                 | Enable the disconnect script. Enter your script. This also needs to be enabled on the FortiGate.   |

## Vulnerability Scan



If you enable both *Automatic Maintenance* and *Scheduled Scan*, FortiClient EMS only uses the *Automatic Maintenance* settings.

| Configuration                |  | Description  |
|------------------------------|--|--|
| Vulnerability Scan           |  | Enable or disable Vulnerability Scan.  |
| <b>Scanning</b>              |  |  |
|                              | Scan on Registration                   | Scan endpoints upon connecting to a FortiGate.   |
|                              | Scan on Vulnerability Signature Update | Scan endpoints upon updating a vulnerability signature.  |
|                              | Scan for OS Updates                    | Scan for OS updates.   |
|                              | Enable Proxy                           | Enable proxy.  |
| <b>Automatic Maintenance</b> |  | Configure settings for automatic maintenance. This configures Vulnerability Scan to run as part of Windows automatic maintenance. Adding FortiClient Vulnerability Scans to the Windows automatic maintenance queue allows the system to choose an appropriate time for the scan that will have minimal impact to the user, PC performance, and energy efficiency. See <a href="#">Automatic Maintenance</a> . |
|                              | Period                                 | Specify how often Vulnerability Scan needs to be started during automatic maintenance. Enter the desired number of days.   |
|                              | Deadline                               | Specify when Windows must start Vulnerability Scan during emergency automatic maintenance, if Vulnerability Scan did not complete during regular automatic maintenance. Enter the desired number of days.<br>This value must be greater than the <i>Period</i> value.  |
| <b>Scheduled Scan</b>        |  | Configure settings for scheduled scanning.   |
|                              | Schedule Type                          | Configure either <i>Daily</i> , <i>Weekly</i> , <i>Monthly</i> .   |
|                              | Scan On                                | Configure the day the scan will run (1st-31st of the month). This only applies if the schedule type is configured to <i>Monthly</i> .  |
|                              | Start At                               | Configure the time the scan will start.  |
| <b>Automatic Patching</b>    |  |  |

| Configuration     |  | Description   |
|-------------------|--|---|
|                   | Patch Level  | <p>When enabled, patches are installed automatically when vulnerabilities are detected. Select one of the following:</p> <ul style="list-style-type: none"> <li>• Critical: Patch critical vulnerabilities only</li> <li>• High: Patch high severity, and above, vulnerabilities</li> <li>• Medium: Patch medium severity, and above, vulnerabilities</li> <li>• Low: Patch low severity, and above, vulnerabilities</li> <li>• All: Patch all vulnerabilities.</li> </ul> <p>Automatic patching may require endpoint reboot.</p>   |
| <b>Exclusions</b> |  |   |
|                   | Exempt Application Vulnerabilities Requiring Manual Update from Vulnerability Compliance Check | <p>When enabled, all applications that require the endpoint user to manually patch vulnerabilities are excluded from vulnerability compliance check.</p> <p>Even if compliance is enabled for FortiClient in managed mode and FortiGate compliance rules require it, manual software patches required for application vulnerabilities do not need to be installed within the specified time frame to maintain compliant status and network access.</p> <p>This option does not exclude applications from vulnerability scanning.</p>  |
|                   | Exclude Selected Applications from Vulnerability Compliance Check                              | <p>In the <i>&lt;number&gt; Applications</i> list, click the applications to exclude from vulnerability compliance check, and they are automatically moved to the <i>&lt;number&gt; Excluded Applications</i> list.</p> <p>In the <i>&lt;number&gt; Excluded Applications</i> list, click the applications to remove from the exclusion list.</p> <p>Applications on the exclusion list are exempt from needing to install software patches within the timeframe specified in FortiGate compliance rules to maintain compliant status and network access.</p> <p>Applications on the list are not excluded from vulnerability scanning.</p> |
|                   | Disable Automatic Patching for These Applications  | <p>Disable automatic patching for the applications excluded from vulnerability compliance check.</p>  |

## System Settings

The majority of these configuration options are only available for Windows, macOS, and Linux profiles. Options available for Chromebook profiles, such as *Upload Logs to FortiAnalyzer/FortiManager*, are indicated as such in the table below.

Some options are only available when *Advanced* view is enabled.



| Configuration                              | Description   |
|--|---|
| <b>UI</b>                                  | Specify how the FortiClient user interface appears when installed on endpoints.   |
| Show Dashboard Banner                      | Enable the dashboard banner.  |
| Require Password to Disconnect from EMS    | Turn on the password lock for FortiClient.  |
| Password                                   | Enter a password. The endpoint user must enter this password to disconnect FortiClient from EMS.  |
| Do Not Allow User to Back Up Configuration | Enable to disallow users from backing up the FortiClient configuration.   |
| Hide System Tray Icon                      | Enable to hide the FortiClient system tray icon.  |
| Language                                   | <p>Configure the language the FortiClient Console uses. By default, FortiClient uses the system operating language. Select one of the following:</p> <ul style="list-style-type: none"> <li>• os-default (System operating language, selected by default)</li> <li>• zh-tw (Taiwanese Mandarin)</li> <li>• cs-cz (Czech)</li> <li>• de-de (Germany)</li> <li>• en-us (United States English)</li> <li>• fr-fr (French)</li> <li>• hu-hu (Hungarian)</li> <li>• ru-ru (Russian)</li> <li>• ja-jp (Japanese)</li> <li>• ko-kr (Korean)</li> <li>• pt-br (Brazilian Portuguese)</li> <li>• sk-sk (Slovak)</li> <li>• es-es (Spanish)</li> <li>• zh-cn (Chinese (Simplified))</li> <li>• et-ee (Estonian)</li> <li>• lv-lv (Latvian)</li> <li>• lt-lt (Lithuanian)</li> <li>• fi-fi (Finnish)</li> <li>• sv-se (Swedish)</li> <li>• da-dk (Danish)</li> <li>• pl-pl (Portuguese (Portugal))</li> <li>• nb-no (Norwegian)</li> </ul> |
| <b>Log</b>                                 | Specify FortiClient log settings.   |

| Configuration                             |                           | Description  |
|---|---------------------------|--|
| Level                                     |                           | <p>This option is available for Chromebook profiles. Generates logs equal to or more critical than the selected level. Select one of the following:</p> <ul style="list-style-type: none"> <li>• Disabled</li> <li>• Emergency: The system becomes unstable.</li> <li>• Alert: Immediate action is required.</li> <li>• Critical: Functionality is affected.</li> <li>• Error: An error condition exists and functionality could be affected.</li> <li>• Warning: Functionality could be affected.</li> <li>• Notice: Information about normal events.</li> <li>• Info: General information about system operations.</li> <li>• Debug: Debug FortiClient.</li> </ul> |
| Features                                  |                           | <p>Select features for which logs will be generated:</p> <ul style="list-style-type: none"> <li>• AntiVirus</li> <li>• Application Firewall</li> <li>• Telemetry</li> <li>• FSSOMA</li> <li>• Proxy</li> <li>• IPsec VPN</li> <li>• AntiExploit</li> <li>• SSL VPN</li> <li>• Update</li> <li>• Vulnerability</li> <li>• Web Filter</li> <li>• Sandbox</li> </ul>  |
| Client-Based Logging When On-Net          |                           | <p>Include local log messages when FortiClient is on-net. For information about the on-net feature, see the <a href="#">FortiClient Administration Guide</a>.</p>  |
| Upload Logs to FortiAnalyzer/FortiManager |                           | <p>This option and all nested options are available for Chromebook profiles. Turn on to configure endpoints to send logs to the FortiAnalyzer or FortiManager device at the specified address or hostname.</p>   |
|   | Upload Traffic Logs       | Enable to upload traffic logs.   |
|   | Upload Vulnerability Logs | Enable to upload vulnerability logs to FortiAnalyzer.  |
|   | Upload Event Logs         | Enable to upload event logs.   |
|   | IP Address/Hostname       | <p>Enter the IP address or hostname/FQDN. With Chromebook profiles, when connecting to FortiAnalyzer 5.6+, use the format <i>https://FAZ-IP:port/logging</i>. Otherwise, use the format <i>https://FAZ-IP/jsonrpc/fazapi/logs</i>.</p>   |

| Configuration   |   | Description  |
|---|---|--|
|   |   | If using a port other than the default, use <address>:<port>.  |
|   | SSL Enabled                                 | Enable SSL.  |
|   | Upload Schedule (minutes)                   | Configure the upload schedule in minutes.  |
|   | Log Generation Timeout (seconds)            | Configure the log generation timeout in seconds.   |
|   | Log Retention (days)                        | Configure the duration of time to retain logs in days.   |
|   | Compress Logs                               | Enable to compress logs.   |
| <b>Proxy</b>  |   |  |
| Use Proxy for Updates                                 |   | Enable to access FortiGuard using the configured proxy.  |
|   | Connect to FDN Directly If Proxy Is Offline | Enable to connect to FDN directly if proxy is offline.   |
| Use Proxy for Virus Submission                        |   | Enable to use the configured proxy to submit viruses to FortiGuard.  |
|   | Type  | Configure the type. Options include: <ul style="list-style-type: none"> <li>• http</li> <li>• socks4</li> <li>• socks5</li> </ul>  |
|   | IP Address/Hostname                         | Enter IP address/hostname.   |
|   | Port  | Enter the port number.   |
|   | Username                                    | Enter the username.  |
|   | Password                                    | Enter the password. Enable Show Password to show the password in plain text.   |
| <b>Update</b>   |   |  |
| Use FortiManager for Client Software/Signature Update |   | Specify whether to use FortiManager or Micro-FortiGuard Server for FortiClient to update FortiClient on endpoints  |
|   | IP Address/Hostname                         | Turn on to enable FortiClient EMS to obtain antivirus signatures and software updates from the FortiManager or Micro-FortiGuard Server for FortiClient device at the specified IP address or hostname. |
|   | Port  | Enter the IP address/hostname.   |
|   | Failover Port                               | Enter the port number.   |
|   | Timeout                                     | Enter the failover port.   |
|   |   | Enter the timeout interval.  |

| Configuration              |  | Description  |
|----------------------------|--|--|
|                            | Failover to FDN When FortiManager Is Not Available | Enable failover to FDN when FortiManager or Micro-FortiGuard Server for FortiClient is not available.  |
| Software Update            |  | Enable to update FortiClient software on endpoints.  |
|                            | Update Action                                      | <p>Select the option to implement when new software updates are available:</p> <ul style="list-style-type: none"> <li>Notify Only<br/>The Update Action will be set to <i>Disabled</i>. The Advanced XML configuration should be:<br/><code>&lt;update_action&gt;disable&lt;/update_action&gt;</code></li> <li>Download And Install</li> <li>Download Only</li> </ul>                                    |
| Scheduled Updates          |  | Enable to configure the update schedule.   |
|                            | Schedule Type                                      | Select <i>Interval</i> or <i>Daily</i> for your schedule time.   |
|                            | Update Every                                       | Configure the interval.  |
| FortiGuard Server Location |  | <p>Configure FortiGuard server location to <i>Nearest</i> or <i>US</i>.</p> <p>If <i>Nearest</i> is selected, the endpoint connects to the FortiGuard server whose IP address is provided by the DNS server.</p> <p>If <i>US</i> is selected, the endpoint can only connect to FortiGuard servers available in the United States and does not attempt to access a FortiGuard server outside the U.S.</p> |
| <b>FortiProxy</b>          |  | Enable FortiProxy (disable only when troubleshooting). You must enable FortiProxy to use the Web Filter options as well as some AntiVirus options.   |
| HTTPS Proxy                |  | Enable HTTPS proxy. If disabled, FortiProxy no longer inspects HTTPS traffic.  |
|                            | HTTP Timeout                                       | Enter the HTTP timeout interval.   |
| POP3 Client Comforting     |  | Enable POP3 client comforting.   |
| POP3 Server Comforting     |  | Enable POP3 server comforting.   |
| SMTP Client Comforting     |  | Enable SMTP.   |
| Self Test                  |  | Enable Self Test. You have the option to <i>Notify</i> the <i>Last Port</i> .  |
|                            | Notify   | Enable Notify and enter the last port.   |
|                            | Last Port  | Last port number.  |
| <b>Endpoint Control</b>    |  | Specify settings for the endpoints.  |
| Show Bubble Notifications  |  | Enable to show bubble notifications.   |

| Configuration   |  | Description   |
|---|--|---|
| Show Profile Details  |  | Enable to show profile details.   |
| Silent Registration   |  | Turn on to enable silent connection of endpoints, which means that endpoints are connected without user interaction. Turn off to require user interaction to connect endpoints.   |
| Log off When User Logs Out of Windows                           |  | Turn on to log off FortiClient when the endpoint user logs out of Windows. Turn off to remain logged in.  |
| Disable Unregister  |  | Turn on to forbid users from disconnecting FortiClient from FortiClient EMS. Turn off to allow users to disconnect FortiClient from FortiClient EMS.  |
| Disable FortiGate Switch  |  | Enable to disable FortiGate switch.   |
| Hide Compliance Enforcement Feature Message from Compliance Tab |  | Enable to hide the compliance enforcement feature message from the <i>Compliance &amp; Telemetry</i> tab. This option is only enforced on FortiClients connected to FortiClient EMS. This option does not apply to monitored clients. |
| On-Net Subnets  |  | Turn on to enable on-net subnets.<br>For details on how FortiClient determines on-net/off-net status, see the <i>FortiClient Administration Guide</i> .   |
| IP Addresses/Subnet Masks                                       |  | Enter IP addresses/subnet mask to connect to on-net subnets.  |
| Gateway MAC Address   |  | Enable gateway MAC address.   |
| MAC Addresses   |  | Enter MAC addresses.  |
| <b>Other</b>  |  |   |
| Install CA Certificate on Client                                |  | Turn on to select and install a CA certificate on the FortiClient endpoint. You can add certificates by going to <i>Profile Components &gt; Manage CA Certificates</i> .  |
| FortiClient Single Sign-On Mobility Agent                       |  | Select to enable Single Sign-On Mobility Agent for FortiAuthenticator. To use this feature you need to apply a FortiClient SSO mobility agent license to your FortiAuthenticator device.  |
| IP Address/Hostname   |  | Enter the FortiAuthenticator IP address or hostname.  |
| Port  |  | Enter the port number.  |
| Pre-Shared Key  |  | Enter the pre-shared key. The pre-shared key should match the key configured on your FortiAuthenticator device.   |
| <b>iOS</b>  |  |   |

| Configuration                     | Description   |
|-----------------------------------|---|
| Distribute Configuration Profile  | Enable and browse for your <code>.mobileconfig</code> file to distribute the configuration profile. |
| <b>Privacy</b>                    |   |
| Send Usage Statistics to Fortinet | Submit virus information to FDS.  |

## XML Configuration

| Configuration | Description  |
|---------------|--|
| XML editor    | Configure using the XML editor. See the <a href="#">FortiClient XML Reference Guide</a> in the <a href="#">Fortinet Document Library</a> . |

# Profile Components

You can manage FortiClient installers, connected FortiSandbox units, and CA certificates under *Profile Components*.

## Managing installers

- [FortiGuard Distribution Network on page 143](#)
- [Creating FortiClient installers on page 143](#)
- [Uploading custom FortiClient installers on page 146](#)
- [Viewing installers on page 148](#)
- [Deleting FortiClient installers on page 148](#)

## FortiGuard Distribution Network

FortiClient EMS automatically connects to FortiGuard Distribution Network (FDN) to provide access to FortiClient installers you can use with FortiClient EMS profiles. If a connection to FDN is not available, you must manually download FortiClient installers to use with FortiClient EMS. See [Downloading FortiClient installers on page 143](#).

## Downloading FortiClient installers

You can download FortiClient installers to use with FortiClient EMS from the following locations:

|   |   |
|---|---|
| <a href="#">Fortinet Customer Service &amp; Support</a> | Requires a support account with a valid support contract. Download the Microsoft Windows (32-bit/64-bit), macOS, or Linux installation file.                  |
| <a href="#">FortiClient homepage</a>                    | Download the FortiClient online installation file. The installer file performs a virus and malware scan of the target system prior to installing FortiClient. |

## Creating FortiClient installers

When you create a FortiClient installer to FortiClient EMS, you can specify what FortiClient features to include in the installer for the endpoint. You can include a feature in the installer, then disable the feature in the profile. Because the feature is included in the installer, you can update the profile later to enable the feature on the endpoint.

For example, consider that you create an installer that has SSL VPN and IPsec VPN enabled. You then assign the installer to a profile where VPN is disabled. The endpoints that the profile is deployed to will have VPN disabled. At a later time, if you enable VPN on the profile, the endpoints will then have VPN enabled, since it was included in the installer.

When you create a FortiClient installer in FortiClient EMS, an installer for the Windows operating system and an installer for the macOS operating system are added to FortiClient EMS.



After you add a FortiClient installer to FortiClient EMS, you cannot edit it. You can delete the installer from FortiClient EMS, and edit the installer outside of FortiClient EMS. You can then add the edited installer to FortiClient EMS.

- 1. Go to *Profile Components > Manage Installers*.
- 2. Click *Add*.
- 3. On the *General* tab, set the following options.

Add Installer

General

Features

Advanced

Telemetry

Name

Required

Notes

Version

6.0

Patch version

6.0.2

☐ Keep updated to the latest patch

Quit

Back

Next

Save

|   |  |
|---|--|
| <b>Name</b>                             | Enter the FortiClient installer's name.  |
| <b>Notes</b>                            | (Optional) Enter any notes about the FortiClient installer.  |
| <b>Version</b>                          | Select the FortiClient version to install.   |
| <b>Patch version</b>                    | Select the specific FortiClient patch version to install.  |
| <b>Keep updated to the latest patch</b> | Select to enable FortiClient to automatically update to the latest patch release when FortiClient is installed on an endpoint. This field is only available for the latest FortiClient version FortiClient EMS can access from FortiGuard. This option is not available if an older FortiClient version is selected. |



4. Click *Next*. On the *Features* tab, set the following options.

Add Installer

General Features Advanced Telemetry

Basic Security Features

- ☒ Security Fabric Agent (Mandatory Feature)  
Endpoint telemetry, host vulnerability scanning, and remediation.
- ☒ Secure Access Architecture Components  
SSL and IPsec VPN
- ☐ Advanced Persistent Threat (APT) Components  
FortiSandbox detection and quarantine features (Windows only)

Additional Security Features

- ☐ AntiVirus
- ☐ Web Filtering
- ☐ Application Firewall
- ☐ Single Sign-On mobility agent

Quit Back Next Save

#### Security Fabric Agent (Mandatory Feature)

Enabled by default and cannot be disabled. Installs FortiClient with Telemetry and Vulnerability Scanning enabled.

#### Secure Access Architecture Components

Enable to install FortiClient with SSL VPN and IPsec VPN enabled. Disable to omit SSL VPN and IPsec VPN support from the FortiClient installer.

#### Advanced Persistent Threat (APT) Components

Enable to install FortiClient with APT components enabled. Disable to omit APT components from the FortiClient installer. Includes FortiSandbox detection and quarantine features.

#### Additional Security Features

Enable to select one, two, or all of the following features:

- AntiVirus
- Web Filtering
- Application Firewall
- Single Sign-On mobility agent

Disable to exclude the features from the FortiClient installer.

5. Click *Next*. On the *Advanced* tab, set the following options.

Add Installer

General Features Advanced Telemetry

Advanced options

- ☐ Enable automatic registration
- ☐ Enable desktop shortcut
- ☐ Enable start menu shortcut
- ☒ Enable Installer ID

Installer ID

Select or create an installer id ▼

Quit Back Next Save

|                                      |  |
|--------------------------------------|--|
| <b>Enable automatic registration</b> | Enable to configure FortiClient to automatically connect Telemetry to EMS or FortiGate after FortiClient is installed on the endpoint. Disable to turn off this feature and require endpoint users to manually connect Telemetry to EMS or FortiGate.  |
| <b>Enable desktop shortcut</b>       | Enable to configure the FortiClient installer to create a desktop shortcut on the endpoint.  |
| <b>Enable start menu shortcut</b>    | Enable to configure the FortiClient installer to create a Start menu shortcut on the endpoint.   |
| <b>Enable Installer ID</b>           | <p>Enable to configure an installer ID to assign to endpoints. Under <i>Installer ID</i>, select an existing installer ID or enter a new installer ID. FortiClient EMS automatically groups endpoints according to installer ID group assignment rules. See <a href="#">Group assignment rules on page 165</a>.</p> <p>This option is not available when the FortiClient installer selected or uploaded in step 3 is a version prior to 6.0.0.</p> |

6. Click *Next*. The *Telemetry* tab displays the hostname and IP address of the EMS server, which will manage FortiClient once it is installed on the endpoint. Also set the following option.

#### Connect Telemetry to Security Fabric (FortiGate)

Enable this option, and select the name of the gateway list to use. The gateway list defines the IP address for the FortiGate.

If you have not created a gateway list, this option is not available. See [Creating gateway lists on page 153](#).

7. Click *Save*. The FortiClient installer is added to FortiClient EMS and displays on the *Manage Installers* pane.



If the *Sign software packages* option is enabled in *System Settings > Server*, Windows installers display as being from the publisher specified in the certificate file. See [Configuring Server settings on page 170](#).

## Uploading custom FortiClient installers

You can create a custom FortiClient installer and add it to FortiClient EMS. Alternately, if a connection to FDN is not available, you may need to manually download a FortiClient installer and add it to FortiClient EMS. See [FortiGuard Distribution Network on page 143](#).



The online installer available for download at FortiClient.com cannot be uploaded into the *Add Installer* dialog in *Manage Installers*.

1. Download a FortiClient installer. See [Downloading FortiClient installers on page 143](#).
2. Go to *Profile Components > Manage Installers*.
3. Click *Add*. The *Add Installer* dialog box displays.
4. On the *General* tab, set the following options:

|              |   |
|--------------|---|
| <b>Name</b>  | Enter the FortiClient installer's name.                     |
| <b>Notes</b> | (Optional) Enter any notes about the FortiClient installer. |

5. In the *Version* list, select *Upload*. Uploading options display.
6. Set the following options:

|                                   |   |
|-----------------------------------|---|
| <b>Upload Windows Installers</b>  | Enable to upload FortiClient installers for the Windows operating system.                                       |
| <b>Windows 64-bit installer</b>   | Click the <i>Browse</i> button to locate and select a custom 64-bit installer for the Windows operating system. |
| <b>Windows 32-bit installer</b>   | Click the <i>Browse</i> button to locate and select a custom 32-bit installer for the Windows operating system. |
| <b>Upload Mac OS X Installers</b> | Enable to upload a FortiClient installer for the macOS operating system.  |
| <b>Mac OS X installer</b>         | Click the <i>Browse</i> button to locate and select a custom installer for the macOS operating system.          |

7. On the *Advanced* tab, set the following option:

|                            |  |
|----------------------------|--|
| <b>Enable Installer ID</b> | <p>Enable to configure an installer ID to assign to endpoints. Under <i>Installer ID</i>, select an existing installer ID or enter a new installer ID. FortiClient EMS automatically groups endpoints according to installer ID group assignment rules. See <a href="#">Group assignment rules on page 165</a>.</p> <p>This option is not available when the FortiClient installer selected or uploaded in step 3 is a version prior to 6.0.0.</p> |
|----------------------------|--|

8. On the *Telemetry* tab, set the following options:

|                  |   |
|------------------|---|
| <b>EMS</b>       | Click <i>EMS</i> to configure the FortiClient installer to connect Telemetry to EMS.  |
| <b>FortiGate</b> | <p>Click <i>FortiGate</i>, and select the name of the gateway list to use. The gateway list defines the IP address for FortiGate and includes the IP address for EMS.</p> <p>You must define a FortiClient Telemetry gateway list to select FortiGate. If you have not created a list, the <i>No Gateway IPs have been defined</i> dialog box displays, and you can click <i>OK</i> to create a list.</p> |

9. Click *Save*. The installer is added to FortiClient EMS and displays on the *Manage Installers* pane.



If the *Sign software packages* option is enabled in *System Settings > Server*, Windows installers display as being from the publisher specified in the certificate file. See [Configuring Server settings on page 170](#).

## Viewing installers

After you add FortiClient installers to FortiClient EMS, you can view them on the *Manage Installers* pane.

1. Go to *Profile Components > Manage Installers*.

The *Manage Installers* pane displays available installers.

|                                |  |
|--------------------------------|--|
| <b>Available Installers</b>    | Lists the following information about each installer: <ul style="list-style-type: none"> <li>• Operating system (Windows and/or macOS)</li> <li>• Version of FortiClient software</li> <li>• Whether Auto Update is enabled or disabled</li> <li>• Name of the FortiClient installer</li> <li>• Location of the FortiClient installer FortiClient EMS. Endpoint users can access this location to download and install FortiClient on endpoints.</li> </ul>  |
| <b>View Details</b>            | Lists the following information about the selected installer: <ul style="list-style-type: none"> <li>• Name of the FortiClient installer</li> <li>• Operating system (Windows and/or macOS)</li> <li>• Version of FortiClient software</li> <li>• Enabled features</li> <li>• Managed by FortiGate or FortiClient EMS</li> <li>• Telemetry connection IP address</li> <li>• Auto update enabled/disabled</li> <li>• Desktop shortcut enabled/disabled</li> <li>• Start menu shortcut enabled/disabled</li> <li>• Notes included when creating the installer</li> </ul> |
| <b>Turn on/off Auto Update</b> | Click to enable or disable auto update. When auto update is enabled, FortiClient EMS automatically keeps the installer updated to the latest patch.  |
| <b>Delete</b>                  | Click to delete the FortiClient installer.   |
| <b>Add</b>                     | Click to add a FortiClient installer.  |
| <b>Refresh</b>                 | Click to refresh the FortiClient installer list.   |

## Deleting FortiClient installers

1. Go to *Profile Components > Manage Installers*.
2. Click the desired installer, then click the *Delete* button.  
A confirmation dialog box displays.
3. Click *Yes*.  
The FortiClient installer is deleted from FortiClient EMS.

## Managing FortiSandbox units

On the *Manage FortiSandboxes* pane, you can add, view, and edit FortiSandbox units, including configuring the synchronization schedule between FortiClient EMS and FortiSandbox. FortiSandbox units configured on the *Manage FortiSandboxes* pane can be selected from the *Sandbox Detection* tab when creating or editing an endpoint profile. See [Sandbox Detection on page 123](#).

### Adding a FortiSandbox

1. Go to *Profile Components > Manage FortiSandboxes*.
2. Click **Add**.
3. In the *FortiSandbox name* field, enter the desired name for the FortiSandbox. This name appears on the *Manage FortiSandboxes* pane and on the *Sandbox Detection* tab when configuring an endpoint profile.
4. In the *IP address/Hostname* field, enter the FortiSandbox's IP address or hostname.
5. If desired, select the *Scheduled synchronization* checkbox. If *Scheduled synchronization* is not enabled, you can only sync FortiSandbox configuration by clicking *Sync Now* on the *Manage FortiSandboxes* pane.
6. If *Scheduled synchronization* was selected, configure the sync schedule in days, hours, or minutes.
7. Under *Inspection mode*, select one of the following:
  - a. *None*: FortiSandbox does not inspect any files to FortiSandbox.
  - b. *All High-Risk Exts*: FortiClient inspects all supported high-risk file extensions and sends to FortiSandbox as appropriate. The list displayed may include file extensions not supported by the FortiSandbox unit.
  - c. *Custom*: Only available after FortiClient EMS retrieves the list of supported file extensions from the FortiSandbox unit. Customize the list of selected file extensions to inspect.

8. Click **Save**.

**FortiClient Enterprise Management Server**

**FortiSandbox**

FortiSandbox name  Required

IP address/Hostname  Required

Scheduled synchronization ☒

Sync schedule sync 2018-07-17 00:00 every 1 hour(s) ▼

Inspection mode None **All High-Risk Exts** Custom

Before EMS retrieves the list of supported extensions from FSA, **Custom** mode is not available. **All High-Risk Extensions** mode may list file extensions that are not supported by this FSA.

**0 Supported**

**92 Selected**

7z High risk

ace High risk

apk High risk

arj High risk

asf High risk

asp High risk

bat High risk

bz2 High risk

cab High risk

cdf High risk

cmd High risk

com High risk

Save Cancel

## Editing a FortiSandbox

1. Go to *Profile Components > Manage FortiSandboxes*.
2. Select the desired FortiSandbox.
3. Click *Edit*.
4. Edit the configuration as desired.
5. Click **Save**.

## Viewing FortiSandboxes

1. Go to *Profile Components > Manage FortiSandboxes*.

**FortiClient Enterprise Management Server**

Edit Sync Now Delete + Add Refresh

| Name | Address       | Inspection M...   | Status                          | Last Synced     | Next Sync       |
|------|---------------|-------------------|---------------------------------|-----------------|-----------------|
| test | 172.17.60.138 | All High-Risk ... | Authorization: ⚠ Not Authori... | 2018-07-09 1... | 2018-07-09 1... |

Extension list: ✅ Synchroniz...

The list of configured FortiSandboxes and a toolbar display in the content pane.

| Name | Name of FortiSandbox unit. |
|------|----------------------------|
|------|----------------------------|

|                        |  |
|------------------------|--|
| <b>Address</b>         | IP address of FortiSandbox unit.   |
| <b>Inspection Mode</b> | Configured inspection mode for file extensions: <i>None</i> , <i>All High-Risk Exts</i> , or <i>Custom</i> .   |
| <b>Status</b>          | Displays authorization status and extension list status: <ul style="list-style-type: none"><li>• Authorization status: connection status between FortiClient EMS and the FortiSandbox.</li><li>• Extension list status: whether FortiClient EMS has the updated list of file extensions supported by the FortiSandbox.</li></ul> |
| <b>Last Synced</b>     | Time of last sync between FortiClient EMS and the FortiSandbox.  |
| <b>Next Sync</b>       | Time of next scheduled sync (if any) between FortiClient EMS and FortiSandbox.   |

## Deleting a FortiSandbox

1. Go to *Profile Components > Manage FortiSandboxes*.
2. Select the desired FortiSandbox.
3. Click *Delete*.
4. Click *Yes*. Note you can only delete the profile if it is not assigned to or used in an endpoint profile.

## Managing CA certificates

You can upload or import CA certificates into FortiClient EMS.

### Uploading certificates

You can locally upload a CA certificate.

1. Go to *Profile Components > Manage CA Certificates*.
2. Select *Upload*.
3. In the *Upload Local Certificate* window, click *Browse* and locate the certificate.
4. Click *Upload*.

### Importing certificates

1. Go to *Profile Components > Manage CA Certificates*.
2. Select *Import*.

3. In the *Import Certificates from FortiGate* window, enter the following information:

|                            |  |
|----------------------------|--|
| <b>IP address/Hostname</b> | Enter the server IP/hostname in the following format: <ip address> : <port>. |
| <b>VDOM</b>                | Enter the VDOM.  |
| <b>Username</b>            | Enter the username.  |
| <b>Password</b>            | Enter the password.  |

4. Click *Import* to import the certificate.



# Gateway Lists

Gateway lists are useful when using FortiClient EMS integrated with FortiGate. If using FortiClient EMS without FortiGate, you are not required to use gateway lists.

You can use gateway lists to specify what IP addresses or fully qualified domain names (FQDN) and ports endpoints can use to connect FortiClient Telemetry to FortiGate, EMS, or FortiGate and EMS. You can create one or more gateway lists and assign them to domains or workgroups.

After deploying FortiClient to endpoints, FortiClient uses the gateway list to try and connect FortiClient Telemetry to FortiGate or EMS. This connection is based on the gateway list received from EMS.

Even if the endpoint is already connected to a FortiGate, you can still assign a gateway list to endpoints. You can also update existing gateway lists as required. The updates are pushed to endpoints with the next Telemetry communication.

## Creating gateway lists

You can create a gateway list that contains IP addresses for multiple FortiGate units. FortiClient searches for IP addresses in its subnet in the gateway IP list and connects to the FortiGate in the list that is in the same subnet as the host system.

If FortiClient cannot find any FortiGates in its subnet, it attempts to connect to the first reachable FortiGate in the list, starting from the top. The order of the list is maintained as it was configured in the gateway list.

1. Go to *Gateway Lists > Manage Gateway Lists*.
2. Click the *Add* button.

The screenshot shows the FortiClient Enterprise Management Server interface. On the left is a navigation menu with the following items: Dashboard, Endpoints, Quarantine Management, Software Inventory, Endpoint Profiles, Profile Components, Gateway Lists (highlighted with a green checkmark), Manage Gateway Lists, head-office, Administration, and System Settings. The main content area is titled 'Gateway List' and contains the following fields and options:

- Name:** A text input field with the placeholder text 'Required'.
- Comment:** A text input field with the placeholder text 'Optional'.
- IP addresses/Hostnames:** A text input field with the placeholder text 'Press enter to add a new value...'.
- Connect to local subnets only:** A checkbox that is currently unchecked.
- Use connection key:** A checkbox that is currently unchecked.
- Managed by EMS:** A dropdown menu showing the value '10.0.4.103:8013'.

Below the dropdown menu, there is a note: 'All registered FortiClients can be managed by this EMS server. Configurable via [System Settings > Server > Listen on IP](#)'. At the bottom right of the form is a green 'Save' button.

3. Configure the following:

|                                      |  |
|--------------------------------------|--|
| <b>Name</b>                          | Enter the list name.   |
| <b>Comment</b>                       | Enter additional comments (optional).  |
| <b>IP addresses/Hostnames</b>        | Enter the IP address(es) or hostname(s) of the FortiGate devices.<br>You can also use an FQDN.<br>Press the <i>Enter</i> key to add additional IP addresses. |
| <b>Connect to local subnets only</b> | Enable to only allow connection to local subnets.  |
| <b>Use connection key</b>            | Enable the connection key endpoints can use to connect to FortiGate units.   |
| <b>New connection key</b>            | Enter the connection key.  |
| <b>Confirm new connection key</b>    | Reenter the connection key to confirm.   |
| <b>Managed by EMS</b>                | Select an option from the dropdown list. Users can configure this IP address in <i>System Settings &gt; Server</i> .   |

4. Click **Save**.

## Exporting gateway lists to XML

After you create and save a gateway list, the *Export XML* button displays, and you can export the list to a configuration file in XML format.

1. Go to *Gateway Lists > Manage Gateway Lists*.

2. Click a list.

3. Click the *Export* button.

A <filename>.conf file is downloaded to your computer. Following is an example of the XML:

```
<?xml version="1.0" encoding="utf-8"?>
<forticlient_configuration>
  <endpoint_control>
    <fortigates>
      <fortigate>
        <name>FortiGate</name>
        <registration_password></registration_password>
        <addresses>1.1.1.1:8013</addresses>
      </fortigate>
    </fortigates>
  </endpoint_control>
</forticlient_configuration>
```

## Viewing gateway lists

When you create gateway lists, they are listed under *Gateway Lists* in the left pane. You can view the gateway lists and their settings.

## Assigning gateway lists to endpoints

After creating a gateway list, you can assign the list to endpoints. When you assign the IP list and FortiClient Telemetry data connection process has started, the endpoint connects to a FortiGate or EMS, based on the gateway list.

1. Go to *Endpoints*.
2. Right-click a domain or workgroup, and select *Assign gateway list*.
3. Select the desired list or create a new gateway list.

## Viewing assigned gateway lists

1. Select an endpoint.
2. View *Summary > Configuration > Gateway List*.

# Deployment

You can use FortiClient EMS to deploy FortiClient on endpoints that are part of an Active Directory (AD) server. Note this is not applicable to Chromebooks. Deploying FortiClient from FortiClient EMS requires the following steps:

1. Preparing the AD server for deployment
2. Deploying FortiClient on endpoints

After FortiClient is deployed on endpoints, and endpoints are connected to FortiClient EMS, you can update endpoints by editing the associated profiles.

You can also use FortiClient EMS to uninstall and upgrade FortiClient on endpoints that are part of an AD server.



You cannot use workgroups to deploy an initial installation of FortiClient to endpoints. However, after FortiClient is installed on endpoints and endpoints connect to FortiClient EMS, you can use workgroups to uninstall and update FortiClient on endpoints.



You cannot use FortiClient EMS to deploy an initial installation of FortiClient (macOS) to endpoints. However, after FortiClient (macOS) is installed on endpoints and endpoints connect to FortiClient EMS, you can use FortiClient EMS to uninstall and update FortiClient (macOS) on endpoints.

---

## Preparing the AD server for deployment

Before you can successfully deploy a FortiClient installation, ensure you install and prepare the AD server as follows:

1. [Configuring a group policy on the AD server on page 156](#)
2. [Configuring required Windows services on page 157](#)
3. [Creating deployment rules for Windows firewall on page 157](#)
4. [Configuring Windows firewall domain profile settings on page 157](#)

## Configuring a group policy on the AD server

1. On the AD server, open *Group Policy Management*.
2. Right-click the *Default Domain Policy* setting. The Group Policy Management Editor opens.  
A new policy is applied to the entire AD domain. Alternatively, you can create a new Group Policy Object, and link it to one or more organizational units (OU) in the AD server that contains the endpoint computers on which FortiClient will be deployed.

## Configuring required Windows services

1. In the Group Policy Management Editor, in the left panel, go to *Computer Configuration > Policies > Windows Settings > Security Settings > System Services*.
2. In the right panel, select the following:
  - a. Task Scheduler: Automatic
  - b. Windows Installer: Manual
  - c. Remote Registry: Automatic

## Creating deployment rules for Windows firewall

1. In the Group Policy Management Editor, in the left panel, go to *Computer Configuration > Policies > Windows Settings > Security Settings > Windows Firewall with Advanced Security > Inbound Rules*.
2. Right-click *Inbound Rules* and select *New Rule*.
3. Select *Predefined* from the dropdown list and select *File and Printer Sharing*.
4. Click *Next*.
5. Ensure that the *File and Printer Sharing (SMB-In)* box is selected and click *Next*.
6. Select *Allow the connection* and click *Finish*.
7. Repeat steps 1 to 2.
8. Select *Predefined* from the dropdown list and select *Remote Scheduled Tasks Management* and click *Next*.
9. Ensure that the *Remote Scheduled Tasks Management (RPC)* box is checked and click *Next*.
10. Select *Allow the connection* and click *Finish*.

## Configuring Windows firewall domain profile settings

1. In the Group Policy Management Editor, in the left panel, go to *Computer Configuration > Policies > Administrative Templates > Network > Network Connections > Windows Firewall > Domain Profile*.
2. Select *Allow inbound file and printer sharing* exception:
  - a. Right-click and select *Edit*.
  - b. Enable the radio button.
  - c. Provide the EMS server's IP address in the text box.
  - d. Allow unsolicited incoming messages from these IP addresses.
  - e. Click OK.
3. Select *Allow inbound remote administration* exception.  
Repeat steps listed in step 2 above to create an exception.
4. Select *Allow ICMP Exceptions*:
  - a. Right-click and select *Edit*.
  - b. Enable the radio button.
  - c. Select the *Allow inbound echo request* checkbox.
  - d. Click OK.



To deploy the group policy manually, execute `gpupdate /force` on the AD server to update the group profile on all endpoints.

Execute `gpresult.exe /H gpresult.html` on any AD client to view the group policy deployed on the endpoints.

## Preparing Windows endpoints for FortiClient deployment

The following services must be enabled and configured on each Windows endpoint before FortiClient is deployed to them:

- Task Scheduler: Automatic
- Windows Installer: Manual
- Remote Registry: Automatic



The Windows Firewall must be configured to allow the following inbound connections:

- File and Printer Sharing (SMB-In)
- Remote Scheduled Tasks Management (RPC)

For AD group deployments, an AD administrator account is required. For non-AD deployments, the installer URL can be shared with users, who can then download and install FortiClient manually. You can locate the installer URL in *Manage Installers*. Go to *Profile Components > Manage Installers*.



When adding endpoints using an Active Directory domain server, FortiClient EMS automatically resolves endpoint IP addresses during initial deployment of FortiClient. FortiClient EMS can deploy FortiClient (Windows) to Active Directory endpoints that do not have FortiClient installed, as well as upgrade existing FortiClient installations if the endpoints are already connected to the EMS server.

## Deploying FortiClient on endpoints

Before you can successfully deploy a FortiClient installation from FortiClient EMS using an AD server, you must have prepared the AD server. See [Preparing the AD server for deployment on page 156](#).

1. Add the AD server to FortiClient EMS by adding a domain. See [Adding endpoints using an Active Directory domain server on page 78](#).
2. Add a FortiClient installer package to FortiClient EMS. See [Creating FortiClient installers on page 143](#).
3. Add a profile, select the FortiClient installer package, and configure FortiClient features in the profile. See [Creating profiles to deploy FortiClient on page 108](#).
4. Assign the profile to a branch of the AD domain to push the FortiClient installation process on the endpoints. See [Assigning profiles on page 117](#).
5. Verify the deployment by monitoring FortiClient connections to the FortiClient EMS.

## Deploying initial installations of FortiClient (macOS)

FortiClient EMS cannot be used to deploy initial installations of FortiClient (macOS). You can deploy an initial installation of FortiClient (macOS) by doing one of the following:

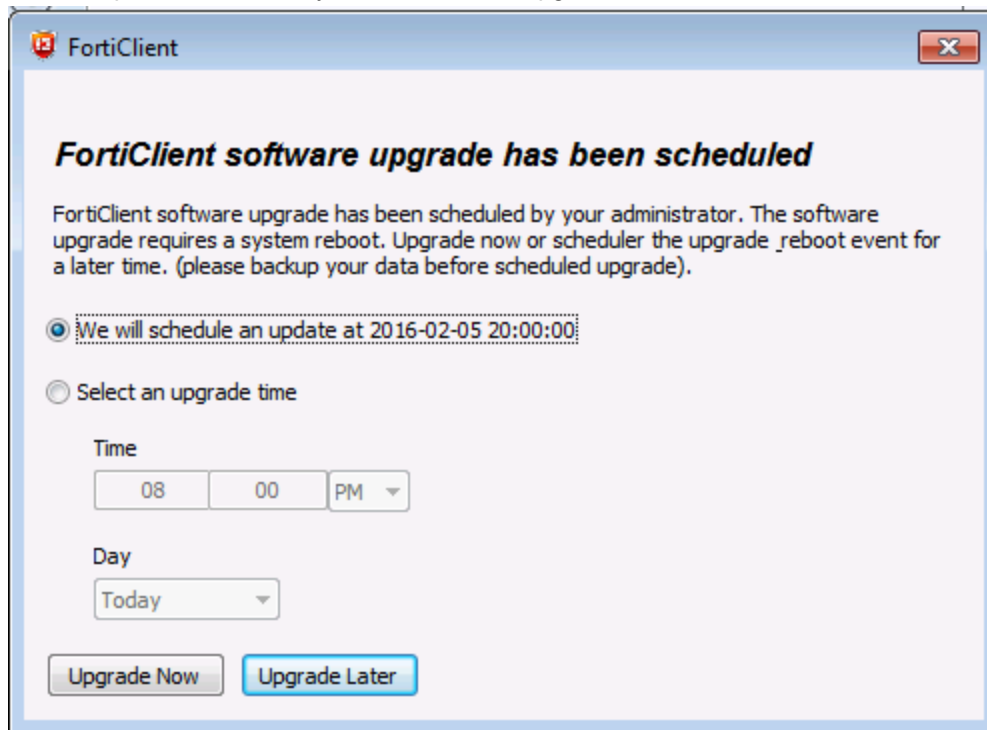
- Create a custom FortiClient (macOS) installer on FortiClient EMS with the EMS IP address embedded. Send the installer download link to users so they can install FortiClient manually on the endpoint. Once installed, FortiClient (macOS) automatically connects to FortiClient EMS and supports future deployments from FortiClient EMS directly. It is recommended to enable compliance on the FortiGate (set as warning) and put the installer download link so users can download it from the captive portal.
- Use a third party application to perform initial deployment of FortiClient (macOS) to endpoints.

After FortiClient (macOS) is installed on endpoints and has connected FortiClient Telemetry to FortiClient EMS, you can use FortiClient EMS to replace, upgrade, and uninstall FortiClient (macOS).

## Deploying FortiClient upgrades from EMS

You can deploy a FortiClient software update from EMS. A prompt appears on the FortiClient endpoint when an installer package is requested to be deployed. The prompt requests the user to do one of the following:

1. *Upgrade Now*: If this option is selected, it performs the upgrade and automatically restarts your computer.
2. *Upgrade Later*: If this option is selected, you can indicate the time to start the upgrade. The default is 8:00 PM. Your computer automatically restarts after the upgrade has finished.



3. *No Option*: If no option is selected, the upgrade occurs by default at 8:00 PM.  
After FortiClient EMS uninstalls the previous version, it asks if the user wants to reboot. The prompt requests the user to do one of the following:
  - a. *Reboot*: Select this option to have the reboot occur immediately.
  - b. *Reboot later*: Select this option to reboot later. You will not be able to select a specific reboot time. This option is to be used at your discretion.



# Administration

## Administrators

This section describes the default user accounts and permissions for FortiClient EMS. It also describes how to change the administrator password and configure Windows users.

### Default user account and permissions

The default user named *admin* has complete access to all FortiClient EMS permissions, including modification, user permissions, approval, discovery, and deployment.

The *admin* user has access to all configured Windows and LDAP servers and users and has the authority to configure user privileges and permissions. If you are not authorized for certain tasks or devices, the related menu items, items in content pages, and buttons are hidden or disabled. In addition, a message informs you that you do not have permission to view the selected information or perform the selected operation.

### Viewing users

You can view the default *admin* user and all users added to FortiClient EMS.

1. Go to *Administration > Administrators*.

The following information displays:

|             |                            |
|-------------|----------------------------|
| Add         | Add a new user.            |
| Refresh     | Refresh the list of users. |
| Name        | The username.              |
| Type        | Type of user.              |
| Permissions | Type of user access.       |

### Configuring Administrators

The following configuration options are available under *Administrators*.

#### Changing the admin password

By default, the *admin* user account has no password. You should add a password to increase security.

1. Go to *Administration > Administrators*.
2. Select the *admin* account.

3. Click *Change Password* from the toolbar. Change your password.
4. Click *Save*.

## Configuring Windows user accounts

You can configure Windows users to have no access or administrator access to FortiClient EMS.

The Windows users list is derived from the host server on which FortiClient EMS is installed. If you want to add more Windows users, you must add them to the host server.

1. Go to *Administration > Administrators*.
2. Click the *Add* button from the toolbar.
3. From the *User* dropdown list, select the Windows user. You can also search for the desired user by entering the user name in the *User* list search field.
4. Perform one of the following actions:
  - a. Select the specific domain access for the user. See [Default user account and permissions on page 161](#).
  - b. Configure the permissions. See [Administrators reference on page 162](#).
5. Click *Save*.

## Configuring LDAP user accounts

The list of LDAP users is derived from those in the AD domain imported into EMS using *Administration > User Server*. If you want to add more LDAP users, they must already exist in the AD domain configured as the user server.

1. Go to *Administration > Administrators*.
2. Click the *Add* from the toolbar.
3. From the *User* dropdown list, select the LDAP user. You can also search for the desired user by entering the user name in the *User* list search field.
4. Perform one of the following actions:
  - a. Select the specific domain access for the user. See [Default user account and permissions on page 161](#).
  - b. Configure the permissions. See [Administrators reference on page 162](#).
5. Click *Save*.

## Administrators reference

This section contains descriptions of the fields used to configure *Administrators*.

Following is a description of the fields in *Administration > Administrators > Add*.

| Option                          | Description   |
|---------------------------------|---|
| User                            | Select the Windows/LDAP user to configure permissions for FortiClient EMS.                                |
| Super Administrator permissions | Enable the super administrator feature to give the new Windows/LDAP user super administrator permissions. |

| Option   | Description   |
|--|---|
| Comment  | Enter optional comments/information for the Windows/LDAP user.  |
| Domain Access  | Select or add access to a domain for the Windows/LDAP user and configure their permissions. If you choose one or more domains in the domain access field, you must select specific permissions. |
| Google Domain Access                                       | Select or add access to a domain for the Windows/LDAP user and configure their permissions. If you choose one or more domains in the domain access field, you must select specific permissions. |
| General Permissions  | Use the settings to configure permissions to FortiClient EMS for the selected Windows/LDAP user.  |
| Create/Update/Delete LDAPs                                 | Select to allow the Windows user to create, delete, and update LDAP records. Clear to disable this permission.  |
| Create/Update/Delete custom groups                         | Select to allow the Windows user to create, update, and delete custom groups. Clear to disable this permission.   |
| Create/Delete filters                                      | Select to allow the Windows user to create and delete filters. Clear to disable this permission.  |
| Endpoint Permissions                                       | Use the following options to configure permissions for the selected Windows user.   |
| Block/Unblock/Quarantine/Unquarantine/Reregister endpoints | Select to allow the Windows user to block, unblock, disconnect, quarantine, unquarantine, and reconnect endpoints. Clear to disable this permission.  |
| Run commands on endpoints                                  | Select to allow the Windows user to run commands on endpoints. Clear to disable this permission.  |
| Access Software Management                                 | Select to allow the Windows user to access the <i>Profile Components &gt; Manage Installers</i> options. Clear to disable this permission.  |
| Access CA Certificate Management                           | Select to allow the Windows user to access the <i>Profile Components &gt; Manage CA Certificates</i> options. Clear to disable this permission.   |
| Policy Permissions   |   |
| Assign/Unassign policies                                   | Select to allow the Windows user to assign to endpoints and unassign profiles from domains/endpoints and manage custom groups. Clear to disable this permission.                                |

| Option                        | Description  |
|-------------------------------|--|
| Create/Update/Delete policies | Select to allow the Windows user to create, delete, edit, and rename profiles. Clear to disable this permission. |

## Configuring User Server

1. Go *Administration > User Server*. The settings display.

FortiClient Enterprise Management Server

Dashboard > Endpoints > Google Domains > Quarantine Management > Software Inventory > Endpoint Profiles > Gateway Lists > Administration > Administrators > **User Server** > User Settings > Group Assignment Rules > Back up Database

User Server

IP address/Hostname: Required

Port: 389

Distinguished name: Optional

Bind type: Simple Anonymous **Regular**

Username: Required

Password: Required

LDAPS connection: ☐

Test

2. Configure the following options:

|                     |   |
|---------------------|---|
| IP address/Hostname | Enter the server IP address or name.  |
| Port                | Enter the server port.  |
| Distinguished name  | Enter a distinguished name.   |
| Bind type           | Select either <i>Simple</i> , <i>Anonymous</i> or <i>Regular</i> for the bind type. |
| Username            | Appears only when the <i>Regular</i> bind type is selected. Enter the username.     |
| Password            | Appears only when the <i>Regular</i> bind type is selected. Enter the password.     |
| Show Password       | Enable to show the password.  |
| LDAPS connection    | Enable LDAPS connection.  |

3. Click *Test* to check the LDAP server settings.
4. Click *Save*.

## Configuring User Settings

1. Go to *Administration > User Settings*.
2. Set the following option:

Inactivity timeout

Specify how long to keep inactive users logged into FortiClient EMS. When the time expires, the user is automatically logged out of FortiClient EMS. Enter 0 to keep inactive users logged into FortiClient EMS indefinitely.

3. Click **Save**.

## Group assignment rules

You can use group assignment rules to automatically place endpoints into custom groups based on their installer ID, IP address, or operating system.

If a newly connected endpoint does not match any group assignment rule and belongs to an imported AD domain, the endpoint is moved into the OU to which it belongs in the AD domain tree. If no AD domain has been imported, or the endpoint also does not belong to the imported AD domain, it is placed into the *Other Endpoints* group.

Endpoints that are not applicable for any group assignment rule are automatically placed into the *Other Endpoints* group.

### Installer ID group assignment rules

Creating or uploading a FortiClient 6.0 installer includes an option to specify an installer ID. For example, consider you want all endpoints located in your company's headquarters to be placed in the same endpoint group. You can configure a FortiClient 6.0 installer with an "HQ" installer ID, then deploy this installer to the desired endpoints. When the endpoints' FortiClient connects to FortiClient EMS, FortiClient EMS places them in the desired group. In this situation, the process is as follows:

1. In FortiClient EMS, create an installer ID group assignment rule that requires endpoints with the installer ID "HQ" to be placed into the HQ group. The installer ID's and group's names do not need to match. See [Adding an installer ID group assignment rule on page 166](#).
2. Create or upload a FortiClient 6.0 installer. Specify the "HQ" installer ID when creating or uploading the installer. See [Creating FortiClient installers on page 143](#) or [Uploading custom FortiClient installers on page 146](#).
3. Deploy the installer to the desired endpoints or send the download link to the desired users.
4. The endpoints install FortiClient. When FortiClient connects to FortiClient EMS, the endpoint is placed in the HQ group.

### IP address group assignment rules

You can create a group assignment rule to automatically place all endpoints within a specified subnet or IP address range into the same custom group. In this situation, the process is as follows:

1. In FortiClient EMS, create an IP address group assignment rule that requires endpoints within a certain subnet or IP address range to be placed into the desired group. See [Adding an IP address group assignment rule on page](#)

167.

2. With the next FortiClient Telemetry communication, endpoints within the specified subnet or IP address range are placed in the specified group.

## OS group assignment rules

You can create a group assignment rule to automatically place all endpoints that have a specific OS installed. In this situation, the process is as follows:

1. In FortiClient EMS, create an OS group assignment rule that requires endpoints with a certain OS installed to be placed into the desired group. See [Adding an IP address group assignment rule on page 167](#).
2. With the next FortiClient Telemetry communication, endpoints within the specified subnet or IP address range are placed in the specified group.

## Group assignment rule priority levels

The *Priority* column on the *Group Assignment Rules* page shows the order in which group assignment rules are applied.

In the example below, consider an endpoint that has the "Seattle" installer ID and an IP address that belongs to the 192.168.0.0/24 subnet. The endpoint is applicable for two rules. In this case, the endpoint is placed in the West Coast/Seattle group, since the Seattle rule has a higher priority level than the 192.168.0.0/24 subnet rule. However, if the Seattle rule is disabled, the endpoint is placed in the HQ group, as per the 192.168.0.0/24 subnet rule.

| FortiClient Enterprise Management Server   |                             |                    |          |         | <a href="#">🔔 23</a> <a href="#">👤 admin</a>                                    |  |  |
|--|-----------------------------|--------------------|----------|---------|---|--|--|
| <div> <div>Dashboard</div> <div>Endpoints</div> <div>Google Domains</div> <div>Quarantine Management</div> <div>Software Inventory</div> <div>Endpoint Profiles</div> </div> |                             |                    |          |         | <a href="#">▶ Run Rules Now</a> <a href="#">🔼 Add</a> <a href="#">🔄 Refresh</a> |  |  |
|  | Installer ID / IP Range/ OS | Group              | Priority | Enabled |   |  |  |
|  | HQ                          | HQ                 | 1        | 🟢       |   |  |  |
|  | Seattle                     | West Coast/Seattle | 2        | 🟢       |   |  |  |
|  | 192.168.0.0/24              | HQ                 | 3        | 🟢       |   |  |  |
|  | Windows 10                  | HQ/Windows 10      | 4        | 🟢       |   |  |  |

## Adding an installer ID group assignment rule

When enabled, an installer ID group assignment rule automatically places endpoints with the specified installer ID into the specified endpoint group.

1. Go to *Administration > Group Assignment Rules*.
2. Click *Add*.
3. Under *Type*, select *Installer ID*.
4. In the *Installer ID* field, enter the desired installer ID to assign to endpoints.
5. In the *Group* field, do one of the following:
  - a. If you want to place the endpoints into an already existing group, select the desired group from the dropdown list.
  - b. If you want to place the endpoints into a new group, click *Create a new group* from the dropdown list, then enter the desired group name. FortiClient EMS creates the new group.

To create a new nested group, enter the desired group hierarchy. For example, to create a *Seattle* group nested under a *West Coast* group, enter *West Coast/Seattle*. FortiClient EMS then dynamically creates any group that does not exist. For example, if both the *West Coast* and *Seattle* groups do not exist, FortiClient

EMS creates both groups with the desired hierarchy. If the *West Coast* group exists, FortiClient EMS creates a new *Seattle* group nested under it.

6. Enable or disable the rule by toggling *Enable Rule* on or off.
7. Click *Save*.

## Adding an IP address group assignment rule

When enabled, an IP address group assignment rule requires all endpoints with an IP address in the specified subnet or IP address range to be placed into the specified endpoint group.

1. Go to *Administration > Group Assignment Rules*.
2. Click *Add*.
3. Under *Type*, select *IP Address*.
4. In the *Subnet/IP Range* field, enter the desired subnet or IP address range. Endpoints whose IP addresses belong to the specified subnet or IP address range will automatically be placed into the specified group.
5. In the *Group* field, do one of the following:
  - a. If you want to place the endpoints into an already existing group, select the desired group from the dropdown list.
  - b. If you want to place the endpoints into a new group, click *Create a new group* from the dropdown list, then enter the desired group name. FortiClient EMS creates the new group.  
To create a new nested group, enter the desired group hierarchy. For example, to create a *Seattle* group nested under a *West Coast* group, enter *West Coast/Seattle*. FortiClient EMS then dynamically creates any group that does not exist. For example, if both the *West Coast* and *Seattle* groups do not exist, FortiClient EMS creates both groups with the desired hierarchy. If the *West Coast* group exists, FortiClient EMS creates a new *Seattle* group nested under it.
6. Enable or disable the rule by toggling *Enable Rule* on or off.
7. Click *Save*.

## Adding an OS group assignment rule

When enabled, an OS group assignment rule requires all endpoints with a certain OS installed to be placed into the specified endpoint group.

1. Go to *Administration > Group Assignment Rules*.
2. Click *Add*.
3. Under *Type*, select *OS*.
4. In the *OS* field, enter the desired OS. Endpoints who have the specified OS installed will automatically be placed into the specified group. You can enter the OS family name or specify a certain version of the OS. For example, you can enter "Windows", or "Windows 10". If you enter "Windows", endpoints with any version of Windows installed (including Windows 7, Windows Server 2012, and so on), are applicable for the group assignment rule. If you enter "Windows 10", only endpoints with Windows 10 installed are applicable.
5. In the *Group* field, do one of the following:
  - a. If you want to place the endpoints into an already existing group, select the desired group from the dropdown list.
  - b. If you want to place the endpoints into a new group, click *Create a new group* from the dropdown list, then enter the desired group name. FortiClient EMS creates the new group.

To create a new nested group, enter the desired group hierarchy. For example, to create a *Seattle* group nested under a *West Coast* group, enter *West Coast/Seattle*. FortiClient EMS then dynamically creates any group that does not exist. For example, if both the *West Coast* and *Seattle* groups do not exist, FortiClient EMS creates both groups with the desired hierarchy. If the *West Coast* group exists, FortiClient EMS creates a new *Seattle* group nested under it.

6. Enable or disable the rule by toggling *Enable Rule* on or off.
7. Click **Save**.

## Enabling/disabling a group assignment rule

1. Go to *Administration > Group Assignment Rules*.
2. Select or deselect the *Enabled* checkbox for the desired group assignment rule.

## Deleting a group assignment rule

1. Go to *Administration > Group Assignment Rules*.
2. Click the desired group assignment rule.
3. Click **Delete**.
4. In the confirmation dialog, click **Yes**.

## Database management

You can back up and restore the FortiClient EMS database.

### Backing up the database

1. Go to *Administration > Back up Database*.
2. Set the following options:

|                  |   |
|------------------|---|
| Password         | Enter a password for backing up and restoring the database. |
| Confirm password | Reenter the password to confirm it.                         |

3. Click **Back up**. FortiClient EMS backs up the database.

### Restoring the database

1. Go to *Administration > Restore Database*.
2. Click **Browse**.
3. Locate the database backup file, and click **Open**.
4. In the *Password* box, enter the password used to back up the database.



5. Click *Restore*. When the database is restored, a message appears. The message instructs you to wait for the restored database to reload.
6. Wait for the restored database to be reloaded.

## License upgrades or renewals

Contact [Fortinet Support](#) to upgrade or renew your FortiClient EMS license. After you have the license file, you can add it to FortiClient EMS.

1. Go to *Administration > Upgrade License* or *Administration > Upgrade License for Chromebooks*.
2. Click *Browse* and locate the license key file.
3. Click *Upload*.

## Logs

You can view the log messages generated by FortiClient EMS and download raw logs.

### Viewing logs

1. Go to *Administration > Logs*.
2. Click the *Filter* icon in each column heading to apply filters.
3. Click *Clear Filters* to remove the filters.

### Downloading logs

You can download the logs generated by FortiClient EMS.

1. Go to *Administration > Logs*.
2. Click *Download*.  
A zip of the raw logs is downloaded to your computer.

# System Settings

This section describes FortiClient EMS settings.

## Configuring Server settings

FortiClient EMS installs with a default IP address and port configured. You can change the IP address and port and configure other server settings for FortiClient EMS.

1. Go to *System Settings > Server*.
2. Configure the following options under *Shared Settings*. These settings are shared between FortiClient EMS managing Windows, macOS, and Linux endpoints, and FortiClient EMS managing Chromebook endpoints:

|                                |   |
|--------------------------------|---|
| Hostname                       | Displays the FortiClient EMS server's host name.  |
| Listen on IP                   | Displays the IP addresses for the FortiClient EMS server. FortiClient connects to FortiClient EMS on the specified IP address.  |
| Use FQDN                       | Turn on to specify a fully qualified domain name (FQDN) for the FortiClient EMS server.   |
| FQDN                           | Displayed when <i>Use FQDN</i> is turned on. Enter the FQDN for the FortiClient EMS server. FortiClient can connect using the specified IP address in the <i>Listen on IP Addresses</i> option or the specified FQDN.   |
| Remote HTTPS access            | Specify settings for remote administration access to FortiClient EMS. Turn remote HTTPS access to FortiClient EMS console on and off. When enabled, enter a hostname in the <i>Custom Host Name</i> box to let administrators use a browser and HTTPS to log into the FortiClient EMS console. When disabled, administrators can only log into FortiClient EMS console on the server. |
| Pre-defined hostname           | Available when <i>Remote Administration HTTPS Access</i> is turned on. Displays the pre-defined host name. The name cannot be changed.  |
| Custom hostname                | Available when <i>Remote Administration HTTPS Access</i> is turned on. Displays the pre-defined host name of the server on which FortiClient EMS is installed. You can customize the host name. When you change the host name, the web server restarts.   |
| Redirect HTTP request to HTTPS | Available when <i>Remote Administration HTTPS Access</i> is turned on. If this option is enabled, if you attempt to remotely access EMS at <i>http://&lt;server_name&gt;</i> , this is automatically redirected to <i>https://&lt;server_name&gt;</i> .   |
| SSL certificate                | Displays the SSL certificate currently imported. If you have already uploaded an SSL certificate, a <i>Replace</i> button displays.   |

|             |   |
|-------------|---|
| Certificate | Browse and upload a new SSL certificate file. |
| Password    | Configure a new SSL password.                 |

3. Configure the following options under *EMS Settings*. These settings are used by FortiClient EMS managing Windows, macOS, and Linux endpoints:

|                                     |   |
|-------------------------------------|---|
| Listen on port                      | Displays the default port for the FortiClient EMS server. You can change the port by typing a new port number. FortiClient connects using the specified port number.  |
| DHCP onnet/offnet                   | Enable to monitor endpoints within the company network (on-net). Endpoints that are connected to FortiClient EMS from outside the company network are off-net endpoints. For more information, see <a href="#">Determining on-net/off-net status</a> below. |
| Enable TLS 1.0/1.1                  | Enable TLS 1.0 and 1.1 for file downloads.<br>Note this option must be enabled when upgrading FortiClient on a Windows 7 device via EMS.  |
| FortiClient download URL            | FortiClient installers created in FortiClient EMS will be made available for download at the URL.   |
| Open port 10443 in Windows Firewall | Turn on to open port 10443, and turn off to close port 10443. Port 10443 is used to download FortiClient.   |
| Sign software packages              | Enable this option to have Windows FortiClient software installers created by or uploaded to EMS digitally signed with a code signing certificate.  |
| Timestamp server                    | Enter the server address to timestamp software installers with.   |
| Certificate                         | Upload the desired code signing certificate. This must be a .pfx file. After a certificate has been uploaded, its expiry date is also displayed.  |
| Password                            | Enter the certificate password. This is required for EMS to sign the software installers with the certificate.  |

4. If managing Chromebooks, enable *EMS for Chromebooks Settings*. You may need to restart FortiClient EMS after enabling this option.
5. Configure the following options under *EMS for Chromebooks Settings*. These settings are used by FortiClient EMS managing Chromebook endpoints:

|                         |   |
|-------------------------|---|
| Listen on port          | Displays the default port for the FortiClient EMS server for Chromebooks. You can change the port by typing a new port number. The FortiClient Web Filter extension on Chromebooks connects to FortiClient EMS using the specified port number. |
| User inactivity timeout | Enter the number of hours of inactivity after which to timeout the user.  |
| Profile update interval | Specify the profile update interval (in seconds).   |

|                        |   |
|------------------------|---|
| SSL certificate        | Displays the SSL certificate currently imported. If you have already uploaded an SSL certificate, a <i>Replace</i> button displays.   |
| Certificate            | Browse and upload a new SSL certificate file. See <a href="#">Adding SSL certificates to FortiClient EMS for Chromebook endpoints on page 173</a> .   |
| Password               | Configure a new SSL password.   |
| Service account        | Displays the service account ID currently in use.   |
| Update service account | Update the service account with new credentials.  |
| Reset service account  | In the event your service account is broken, you can revert back to the default service account by clicking the <i>Reset</i> button. This restores the default service account. You need to <i>Save</i> the settings for the change to take effect. |
| ID                     | Available if the <i>Update service account</i> button is clicked. Enter a new service account ID.   |
| Private key            | Available if the <i>Update service account</i> button is clicked. Upload a new service account private key.   |

6. Click **Save**.

## Determining on-net/off-net status

There are two settings in EMS that affect the FortiClient on-net/off-net status:

- *DHCP onnet/offnet* in *System Settings > Server*. See *Configuring Server settings on page 1*.
- *System Settings > Endpoint Control > On-Net Subnets* on the endpoint's assigned profile. See *System Settings on page 1*.

The table below shows how the DHCP onnet/offnet and *On-Net Subnets* settings and Option 224 serial number affect the endpoint's on-net/off-net status. Option 224 can be configured with any Fortinet device's serial number. EMS assumes FortiClient is behind a FortiGate and on-net with that FortiGate.

| DHCP onnet/offnet | On-Net Subnets | Option 224 serial number | Resulting endpoint status  |
|-------------------|----------------|--------------------------|--|
| Disabled          | Disabled       | N/A                      | When on-net subnets are not configured, on-net/off-net status is related to the endpoint's online/offline status (whether it is connected to EMS). An online status causes the endpoint to be on-net, while an offline status causes the endpoint to be off-net. |
| Enabled           | Disabled       | Not configured           | Same as above.   |
| Enabled           | Disabled       | Configured               | On-net   |

| DHCP onnet/offnet   | On-Net Subnets  | Option 224 serial number | Resulting endpoint status   |
|---------------------|---|--------------------------|---|
|                     |   |                          | Since Option 224 is configured with a Fortinet device's serial number, EMS assumes FortiClient is on-net with that FortiGate. |
| Disabled or enabled | Enabled, with subnet configured.<br>Endpoint IP address is in the configured subnet.  | Configured or not        | On-net<br>The endpoint is inside the on-net networks configured in On-Net Subnets.  |
| Disabled or enabled | Enabled, with subnet configured. Endpoint IP address is not in the configured subnet. | Configured or not        | Off-net<br>The endpoint is outside the on-net networks configured in On-Net Subnets.  |

The following are examples on how FortiClient determines the endpoint when FortiClient is connected to EMS only. For details on how FortiClient determines on-net/off-net status in managed mode with FortiGate and , see the FortiClient Administration Guide.

An endpoint has an offline off-net status when it cannot connect FortiClient Telemetry to EMS and is outside one of the on-net networks.

An endpoint has an offline on-net status when it cannot connect FortiClient Telemetry to EMS but is inside one of the on-net networks.

## Adding SSL certificates to FortiClient EMS for Chromebook endpoints

You must add an SSL certificate to FortiClient EMS to allow Chromebooks to connect to EMS.

If you are using a public SSL certificate, add the certificate to FortiClient EMS. You do not need to add the certificate to the Google Admin console.

If you are not using a public SSL certificate, you must add the SSL certificate to FortiClient EMS, and the root certificate to the Google Admin console. See [Adding root certificates on page 50](#).

1. In FortiClient EMS, go to *System Settings > Server > EMS for Chromebooks Settings*.
2. Do one of the following:
  - a. To replace an existing SSL certificate, beside *SSL certificate*, click *Update SSL certificate*.
  - b. If no SSL certificate has been added yet, click the *Upload new SSL certificate* button.
3. Click *Browse* and locate the certificate file (<name>.pfx).
4. In the *Password* box, enter the password.

5. Click *Test*.
6. Click *Save*.



If the SSL certificate is expiring in less than three months, the expiry date label is yellow; if it has expired, the label is red. Otherwise, it is green.

|                          |  |
|--------------------------|--|
| SSL Certificate          | server2.pfx <span>5/12/2019</span>     |
| New SSL Certificate File | <input type="text" value="Browse..."/> |
| New SSL Password         | <input type="text" value="Required"/>  |

## Configuring Logs settings

You can specify what level of log messages to capture in the logs for FortiClient EMS. You can also specify when to automatically delete logs and alerts.

1. Go to *System Settings > Logs*.
2. Configure the following options:

|                                     |  |
|-------------------------------------|--|
| Log level                           | Select the level of messages to include in FortiClient EMS logs. For example, if you select <i>Info</i> , all log messages from <i>Info</i> to <i>Emergency</i> are added to the FortiClient EMS logs.                   |
| Clear logs every                    | Enter the number of days that you want to store logs. For example, if you enter 30, logs will be stored for 30 days. Any logs older than 30 days are automatically deleted.  |
| Clear alerts every                  | Enter the number of days that you want to keep alerts. For example, if you enter 30, alerts will be kept for 30 days. Any alerts older than 30 days are automatically deleted.   |
| Clear events every                  | Enter the number of days that you want to keep events. For example, if you enter 30, events will be kept for 30 days. Any events older than 30 days are automatically deleted.   |
| Clear Chromebook events every       | Enter the number of days that you want to keep Chromebook events. For example, if you enter 30, Chromebook events will be kept for 30 days. Any Chromebook events older than 30 days are automatically deleted.          |
| Clear quarantine records older than | Enter the desired number of days. Any quarantine records older than the configured number of days are automatically deleted. The age of quarantine management records is determined by when its status was last updated. |
| Clear now                           | Click to immediately delete all FortiClient EMS logs or alerts.  |

3. Click *Save*.

## Configuring FortiGuard settings

1. Go to *System Settings > FortiGuard*.
2. Configure the following options:

|  |  |
|--|--|
| Server Location  | Configure FortiGuard server location to <i>Nearest</i> or <i>US</i> .<br>If <i>Nearest</i> is selected, FortiClient EMS connects to the FortiGuard server whose IP address is provided by the DNS server.<br>If <i>US</i> is selected, FortiClient EMS can only connect to FortiGuard servers available in the United States and does not attempt to access a FortiGuard server outside the U.S. |
| Use FortiManager for client software/signature updates | Turn on to use FortiManager or Micro-FortiGuard Server for FortiClient for updating FortiClient software or signatures. You must specify the IP address or host name for FortiManager or Micro-FortiGuard Server for FortiClient as well as the port number.   |
| IP address/Hostname                                    | Enter the IP address/host name.  |
| Port   | Configure the port number.   |
| Failover port  | Configure the failover port.   |
| Timeout  | Configure the timeout interval (in seconds).   |
| Failover   | Enable failover to FDN when FortiManager or Micro-FortiGuard Server for FortiClient is not available.  |

3. Click **Save**.

## Configuring Endpoints settings

1. Go to *System Settings > Endpoints*.
2. Configure the following options:

|                                      |   |
|--------------------------------------|---|
| FortiClient telemetry connection key | Add the FortiClient Telemetry connection key for FortiClient EMS. FortiClient must provide this key during connection.  |
| Keep alive interval                  | Each connected FortiClient endpoint sends a short keep-alive message to FortiClient EMS at the specified interval.  |
| Full keep alive interval             | Each connected FortiClient endpoint sends a full keep-alive message to FortiClient EMS at the specified interval.   |
| License timeout                      | Each connected FortiClient endpoint consumes a license seat.<br>If an endpoint disconnects from EMS, the license seat is retained in anticipation that the endpoint will reconnect. If the endpoint does not reconnect within the given timeout, its connection record is removed from EMS. |

|                                   |   |
|-----------------------------------|---|
|                                   | If the endpoint is removed, switched off, or becomes offline, and does not re-establish Telemetry connection to EMS within the given timeout, the endpoint is deleted from EMS even if FortiClient on the endpoint shows that it is still connected to EMS. |
| Automatically upload avatars      | When enabled, FortiClient uploads user avatars to all FortiGate units, FortiAnalyzer units, and EMS servers it is connected to.   |
| Allow duplicate FCT registrations | When enabled, allows duplicate FortiClient registrations by assigning the duplicate registrations new UUIDs.  |

3. Click **Save**.

## Configuring the login banner

When you enable the login banner, a message appears prior to a user logging into EMS.

1. Go to *System Settings > Login Banner*.
2. Click *Enable login banner*.
3. In the *Message* box, type your message. The *Preview* section displays a preview of the message.
4. Click **Save**.

## Alerts

This section describes alert settings.

### Configuring EMS Alerts

You can set up an SMTP server to enable alerts for EMS or endpoint events. When an alert is triggered, an email notification is sent.

1. Go to *System Settings > EMS Alerts*.
2. Set the following options to send an email when the following events happen:

| Version Alerts                                      |  |
|---|--|
| New EMS version is available for deployment         | New EMS version is available.  |
| Remind me everyday for 2 weeks                      | Enable to remind you when new EMS versions are available everyday for two weeks. |
| New FortiClient version is available for deployment | New FortiClient version available for deployment.                                |



|   |   |
|---|---|
| Remind me everyday for 2 weeks                                | Enable to remind you when new FortiClient versions are available everyday for two weeks.    |
| <b>FortiClient Alerts</b>                                     |   |
| EMS license is expired or about to expire                     | Expiring or expired EMS license.  |
| EMS fails to sync with LDAP domains                           | EMS does not sync with LDAP domains.  |
| Less than 10% of client licenses are left                     | Enable to be notified when there are less than 10% of client licenses left.                 |
| Client licenses have run out                                  | Enable to be notified when you run out of client licenses.                                  |
| New software is detected                                      | Enable to be notified when new FortiClient software is detected.                            |
| <b>FortiClient for Chromebook Alerts</b>                      |   |
| EMS license for Chromebooks is expired or about to expire     | Expiring or expired EMS license for Chromebooks.  |
| Less than 10% of the client licenses for Chromebooks are left | Enable to be notified when there are less than 10% of client licenses left for Chromebooks. |
| Client licenses for Chromebooks have run out                  | Enable to be notified when you run out of client licenses for Chromebooks.                  |

3. Click **Save**.

If you have not already set up an SMTP server, the GUI automatically prompts you to configure SMTP server settings. See [Configuring SMTP Server settings on page 178](#).

## Configuring Endpoints Alerts

1. Go to *System Settings > Endpoint Alerts*.
2. From the *Send an email every...* dropdown list, select the frequency to send emails.
3. Select the events to send emails for:
  - a. Malware is detected
  - b. Repeated malware is detected (same malware is detected on the same machine within the last 24 hours)
  - c. Multiple malwares are detected (different malwares are detected on the same machine within the last 24 hours)
  - d. Malware outbreak is detected (same malware is detected on different endpoints within the last 24 hours)
  - e. Zero-day malware is detected by FortiSandbox
  - f. C&C attack communication channel is detected
  - g. Critical vulnerability is detected
  - h. Endpoint FortiClient Telemetry is manually disconnected by user
  - i. Endpoint signature database is out-of-date

- j. Endpoint software is out-of-date
- k. Endpoint is not compliant

## Configuring SMTP Server settings

You can set up an SMTP server to enable alerts for EMS and endpoint events. When an alert is triggered, EMS sends an email notification to the configured email address(es).

1. Go to *System Settings > SMTP Server*.
2. Set the following options:

The screenshot shows the 'SMTP Server' configuration page in the FortiClient Enterprise Management Server. The left sidebar lists various system settings, with 'SMTP Server' highlighted. The main configuration area includes the following fields and options:

- Server:** A text input field with a red border and the placeholder text 'Required'.
- Port:** A text input field with the value '25'.
- Security:** Three radio buttons labeled 'None', 'STARTTLS', and 'SMTPS'. The 'None' button is selected. There is also an 'Auto Detect' button with a magnifying glass icon.
- From:** A text input field with the placeholder text 'Optional'.
- Reply-to:** A text input field with the placeholder text 'Optional'.
- Subject:** A text input field with the value 'Alert Email from EMS Server'.
- Recipients:** A text input field with the placeholder text 'Press enter to add a new value...'.
- Test subject:** A text input field with the value 'Test Email from EMS Server'.
- Test message:** A text input field with the value 'Test Email from EMS Server'.
- Test recipient:** A text input field with the placeholder text 'Required'.

At the bottom right of the form is a 'Send Test Email' button, and at the bottom center is a 'Save' button.

|          |  |
|----------|--|
| Server   | Enter the SMTP server.   |
| Port     | Enter the port number.   |
| Security | Select <i>None</i> , <i>STARTTLS</i> , or <i>SMTPS</i> for the security type, or select the <i>Auto Detect</i> button to automatically select the security type. If <i>STARTTLS</i> or <i>SMTPS</i> is selected, the <i>Username</i> and <i>Password</i> boxes become available. |
| Username | Enter the username.  |
| Password | Enter the password.  |
| From     | Enter the email address to send the alerts from.   |
| Reply-To | Enter the email address to send the replies to.  |
| Subject  | The sent e-mail alert's subject.   |

|                 |  |
|-----------------|--|
| Recipients      | Enter email address(es) to send alerts to. Press <i>Enter</i> to add more email addresses. |
| Test subject    | Test email's subject.  |
| Test message    | Test email's message.  |
| Test recipient  | Email address to send the test email to.   |
| Send Test Email | Click the button to test the configured email settings.                                    |

3. Click *Save*.

## Viewing Alerts

You can view alerts FortiClient EMS generates. Examples of events that generate an alert include:

- New version of FortiClient is available
- FortiClient deployment failed
- Failure to check for signature updates
- Error encountered when downloading AD server entries
- Error encountered when scanning for local computers

A red label is associated with the *Alert* icon when new notifications are available or received. It is cleared when you view the alert.

1. Click the *Alert* icon (a bell) in the toolbar.
2. Click the *Filter* icon in each column heading to apply filters.
3. Click *Clear Filters* to remove the filters.

## Customizing the endpoint quarantine message

You can customize the message that displays on an endpoint when it has been quarantined by FortiClient EMS. For example, you can customize the message to include your organization's help desk phone number. This feature is only supported for endpoints running FortiClient 6.0.0 and later versions.

1. Go to *System Settings > Custom Messages*.
2. Select *Endpoint Quarantine Message*.
3. In the *Message* field, enter the desired message. You can enter up to 512 characters. The *Preview* section displays the custom message as it would appear on the latest version of FortiClient. You can also use the *Preview* slider to zoom in and out on the message preview.

4. Click **Save**.

FortiClient Enterprise Management Server

Dashboard

Endpoints

Google Domains

Quarantine Management

Software Inventory

Endpoint Profiles

Profile Components

Gateway Lists

Administration

System Settings

Server

Logs

FortiGuard

Endpoints

Login Banner

EMS Alerts

Endpoint Alerts

SMTP Server

Custom Messages

| Name                        | Description  |
|-----------------------------|--|
| Endpoint Quarantine Message | Message displayed on endpoints if they are quarantined |

Preview

Quarantine

Quarantined by BuiltInAdmin

Contact your network administrator for details at 555-555-5555.

Enter a one-time access code

The preview might be different from the actual window.

Contact your network administrator for details at 555-555-5555.

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# Creating a Support Package

You can create a support package to provide to the Fortinet technical support team for troubleshooting. Creating a support package backs up your database, but clears all sensitive username and password fields.

1. Go to *Help > Create Support Package*. The *Create Support Package* dialog box displays.
2. In the *Password* box, enter your administrative password.
3. In the *Confirm Password* box, enter your password again.
4. Click *Create Support Package*.

## Change Log

| Date       | Change Description   |
|------------|--|
| 2019-01-28 | Initial release.   |
| 2019-02-04 | Updated <a href="#">AntiVirus Protection</a> on page 119.                    |
| 2019-02-05 | Updated <a href="#">Installing FortiClient EMS using the CLI</a> on page 35. |
|            |  |
|            |  |
|            |  |



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